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ABSTRACT

Based on a DACUM (Developing a Curriculum) analysis, this curriculum guide contains five units designed to help teachers prepare and present a course in office skills. The units cover the following material: performing communication functions; producing documents, using typewriters and computers; coordinating an office; operating office equipment, including multiline telephones, transcribing equipment, and computers; and performing recordkeeping functions. Each unit contains a number of more specific tasks, each with an introductory statement, a general objective, specific objectives, teacher activities, and methods of evaluation. An office occupations outlook for the state of Maine and a student competency profile are included in the guide. (KC)

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GENERAL OFFICE WORK 1992

A COMPETENCY-BASED CURRICULUM DESIGNED TO PREPARE STUDENTS FOR ENTRY-LEVEL EMPLOYMENT

Developed by:

Maine Secondary General Office and Clerical Work Instructors

Bureau of Applied Technology and Adult Learning, Maine Department of Education

Maine Association of Vocational Education Administrators

Vocational Curriculum Resource Center of Maine

Works

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FINAL DRAFT

June, 1992

This document is intended for use by the Business Education Instructors in Maine only for the purpose of testing and revising prior to final adoption and distribution of this curriculum in 1992-93.

INSTRUCTIONS TO ALL BUSINESS EDUCATION INSTRUCTORS

1. Please use this document in planning your classes during the 1992-93 school year.
2. Record all changes you would suggest including any revisions in spelling, terminology, references, tools, equipment, and materials.
3. The Business Education Instructors will hopefully be meeting in 1992-93 to make all the necessary revisions.

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- Basic Skill Development
- Entrepreneurship
- Career & Vocational Guidance
- Job Seeking Skills
- Occupational Health & Safety

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- A-3 Utilize Human Relations Techniques*
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- B-4 Proofread Documents*
- B-5 Produce Mass Mailings*
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- B-7 Use Spreadsheet Applications
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- C-2 Use Company Resources*
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- C-4 Maintain Filing Systems*
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- C-6 Reproduce Documents*
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Elizabeth Brown	Rockland High School
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Also active in the curriculum development phase of this project were:

Susan N. Donar	VCRCOM, KVTC, Fairfield
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Appreciation goes to the Vocational Curriculum Resource Center of Maine for supplying resources and references utilized in the development of this curriculum.

John R. McKernan, Jr.
Governor

Leo G. Martin
Commissioner

DEPARTMENT OF EDUCATION
Telephone (207) 287-5800

October, 1992

This GENERAL OFFICE WORKER curriculum was developed collaboratively by the Bureau of Applied Technology and Adult Learning, the Maine Association of Vocational Education Administrators, the Vocational Curriculum Resource Center of Maine, and Business Education Instructors from throughout Maine.

It is the purpose of this publication to assist instructors in the development and implementation of a comprehensive, competency-based general office worker curriculum.

I would like to thank the representatives from the business and office occupations who provided technical assistance in the identification of the duties and tasks for the "GENERAL OFFICE WORKER DACUM" and to thank the individual curriculum committee members who translated this information into a working document.

Sincerely,

Leo Martin
Commissioner

State house Station 23, Augusta, Maine 04333 -- *Offices Located at* the Education Building
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INTRODUCTION

PROJECT HISTORY

The Bureau of Applied Technology and Adult Learning initiated a curriculum development project in 1988 in collaboration with vocational directors, teachers, industry professionals, and staff from the University of Southern Maine to develop a competency-based, industry-validated curriculum in each of the program areas offered at vocational centers and regions throughout Maine. This project has provided an opportunity for directors and teachers to expand their knowledge and skills related to the process of job task analysis and curriculum development.

The bureau and vocational directors selected the Developing A Curriculum (DACUM) model process to initiate curriculum development in vocational education in Maine. DACUM is an innovative approach to occupational analysis, which has proven to be an effective method of identifying the duties and tasks which must be performed by individuals employed within a specific occupational area.

The curriculum for each program area was written in competency-based terms by a team of teachers within the program area and provides a model for adaptation by the classroom instructor, which can be updated or personalized. The bureau and the vocational directors view curriculum development as an ongoing and essential component in the development of comprehensive, industry-validated, competency-based curricula.

VALIDATION PROCESS

The Job Analysis (DACUM chart) was developed by professionals from throughout the State of Maine. These professionals identified essential duties and tasks performed at the entry-level. (See attached DACUM chart.)

Once developed, the duty and task listing was distributed to secondary vocational education program advisory boards throughout Maine for validation. The purpose of this review was to correct any omissions or to delete unnecessary material.

OCCUPATIONAL OUTLOOK

In an effort to provide staff and students with current information concerning employment opportunities, the Maine Occupational Information Coordinating Committee developed specific occupational outlook units for inclusion in each competency-based curriculum. These units provide job descriptions, work environment descriptions, education and training requirements, skills and aptitude requirements, salary information and local, state, and national employment opportunities.

COMPUTER-ASSISTED INSTRUCTION

Utilization of computers is encouraged in all vocational curriculums. Numerous software packages are available to make computer-assisted instruction as easy as possible for the instructor and the student as well as relevant to their professional field.

USE OF THIS PUBLICATION

This publication contains instructional units for each task listed on the job analysis (DACUM Chart). These units include:

* Introduction
* Conditions
* Task Performance
* Safety Requirements
* Reference Materials
* Evaluation Standards
* Other

The instructor should study each unit carefully to determine the following:

1. Amount of material to be covered in each class period.
2. Skills to be demonstrated.
3. Supplemental materials that must be gathered or ordered (supplies, equipment, etc.)
4. Additional resources that could be brought in for presentation (guest speakers, resources, etc.)

The instructor may, and is encouraged to, add to this curriculum to better fit the needs of the student and the community.

GENERAL OFFICE WORKERS: THE MAINE SCENE

Information specific to Maine was gathered by MOICC staff and taken from data developed by the Division of Economic Research and Analysis of the Maine Department of Labor, the Division of Research and Statistics of the Bureau of Labor Standards, the Maine Department of Education, and the Maine Technical Colleges.

Earnings--1990

Average earnings for office workers in Maine vary considerably due to the large number of specific occupations which make up the general category. This category does not include secretaries, since they are in a specific category by themselves. Accordingly, in 1990, average wages for office workers in Maine ranged from a low of $5.97 per hour for file clerks to a high of $7.92 for typists operating word processing equipment. Some sample earnings data for office workers by specific occupational title are as follows:

File Clerks	$ 5.97
General Office Clerks	$ 7.01
Typists	$ 6.33
Typists, Word Processing Eqpt.	$ 7.92

Related Occupations

Other office worker-related occupational titles for which there exist employment opportunities in Maine include accounting clerks, adjustment clerks, hotel/motel desk clerks, loan clerks, mortgage processing clerks, order clerks, order fillers, and others.

Employment Projections

For all occupations included in this broad category, employment in 1988 in Maine totaled just over 25,000, and this number was expected to increase to nearly 30,000 by the year 2000. This represents a 20 percent increase over the projections period, which is about as fast as the average for all occupations. Average annual job openings to the year 2000 are projected to be about 1,200. The majority of these openings, about 80 percent, will be due to the need to replace workers who are expected to leave these occupations for a variety of reasons. The remaining 20 percent will arise as a result of new or expanding businesses needing to hire more workers.

Training Opportunities

General office workers can learn basic skills for this broad occupational group in Maine's secondary vocational-technical schools. In addition, many of Maine's high schools continue to offer Business courses. In addition, more advanced office clerical programs are offered in selected Technical Colleges and private proprietary schools such as Westbrook, Beal, Mid-State, and Andover Colleges.

The increasing use of office and/or desktop personal computers makes it necessary that students become proficient in basic theories of computer applications, especially the application of commercially available computer software to accomplish office clerical functions.

Job Outlook

Employment opportunities for general office workers should be quite favorable, especially for workers who are familiar with desktop computer applications for an office environment. Although the supply of trained people graduating from formal educational programs falls short of matching the annual demand, competition for jobs is still quite strong since many jobs related to general office work do not require advanced training at the entry level.

In 1990, there were fewer than 200 individuals graduating from the various schools offering clerical skills training, compared with an annual demand of nearly 1,200. Statistically, this translates into 6 job openings for each graduate. However, many of the occupations in this broad occupational area can be accessed successfully by persons who seek to re-enter the labor market after having been away for some time. Accordingly, the competition for jobs is much stronger than the numbers would indicate. It is extremely important that persons seeking to enter this occupational area become proficient at utilization of relevant office computer software.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-1: Listening Skills

INTRODUCTORY STATEMENT: Listening is a powerful and complex business skill. The functioning of offices would break down completely if employees did not listen to each other.

GENERAL OBJECTIVE: The student will demonstrate the art of active listening.

SPECIFIC OBJECTIVES:

1. The student will assess his/her attitude toward the speaker.
2. The student will focus his/her attention on what the speaker is saying.
3. The student will mentally summarize the speaker's key points.
4. The student will take notes when appropriate.
5. The student will ask appropriate questions to clarify the speaker's message.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-1: Listening Skills

SPECIFIC OBJECTIVE 1:

The student will assess his/her attitude toward the speaker.

TEACHER ACTIVITIES:

1. Discuss the meaning of assessing one's attitude.
2. Assign related reading material.
3. Prepare and distribute evaluation checklist to assess attitude toward a speaker.
4. Prepare and distribute practice exercises.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given two assessment evaluation checklists and a video of two speakers, the student will assess his/her attitude toward the speakers to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-1: Listening Skills

SPECIFIC OBJECTIVE 2:

The student will focus his/her attention on what the speaker is saying.

TEACHER ACTIVITIES:

1. Discuss how one can successfully focus attention on the speaker.
2. Discuss eye contact and how it can help to focus attention on the speaker.
3. Discuss the use of positive signs like shaking your head, smiling, etc., that give a positive message to the speaker that you are focusing your attention on him/her.
4. Design a chart to measure the student's ability to focus attention on the speaker.
5. Prepare and distribute role playing exercises and evaluation charts for students to work in groups of three (alternating roles as speaker, listener, observer) to practice focusing attention on what the speaker is saying.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given three listening situations, the student will focus attention on the speakers to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-1: Listening Skills

SPECIFIC OBJECTIVE 3:

The student will mentally summarize the speaker's key points.

TEACHER ACTIVITIES:

1. Discuss how one can mentally summarize or structure an outline of the speaker's key points.
2. Prepare and distribute role playing exercises in which students can work together to practice summarizing a speaker's key points.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a video of a speaker, the student will mentally summarize the speaker's key points. When the speaker's presentation is finished, the student will write from memory the key points with 85 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-1: Listening Skills

SPECIFIC OBJECTIVE 4:

The student will take notes when appropriate.

TEACHER ACTIVITIES:

1. Discuss the importance of writing down important information such as dates, amounts, instructions.
2. Prepare and distribute role playing situations in which students practice taking notes.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a video of a speaker, the student will take notes on important information with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-1: Listening Skills

SPECIFIC OBJECTIVE 5:

The student will ask appropriate questions to clarify the speaker's message.

TEACHER ACTIVITIES:

1. Discuss how asking questions enhances listening skills.
2. Prepare and distribute role playing situations in which students ask questions of the speaker.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a live speaker, the students will ask questions to clarify the speaker's message to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-1: Listening Skills

FINAL TASK EVALUATION:

Given a written objective test on listening skills, the student will complete the test with 95 percent accuracy.

Given a tape of oral directions and a map, the student will plot a route to arrive at the specified destination with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-2: Correct Written and Oral English

INTRODUCTORY STATEMENT: Ninety percent of all office jobs require written and oral communications skills.

GENERAL OBJECTIVE: The student will demonstrate correct usage of the English language.

SPECIFIC OBJECTIVES:

1. The student will identify complete sentences.
2. The student will identify and correct abbreviations, capitalization, and punctuation errors.
3. The student will select correctly spelled words in sentences using confused and misspelled words.
4. The student will demonstrate correct number usage.
5. The student will rewrite poorly written sentences into complete, concise sentences.
6. The student will compose and type a business letter.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-2: Correct Written and Oral English

SPECIFIC OBJECTIVE 1:

The student will identify complete sentences.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Prepare, distribute, and discuss rules for identifying sentences.
3. Prepare and distribute practice materials on which students will identify complete sentences.
4. Prepare and administer post test.

METHODS OF EVALUATION:

Given 20 statements, the student will identify complete sentences, run-on sentences, and sentence fragments with 95 percent accuracy within 10 minutes.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-2: Correct Written and Oral English

SPECIFIC OBJECTIVE 2:

The student will identify and correct abbreviations, capitalization, and punctuation errors.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Prepare, distribute, and discuss rules for abbreviations, capitalization, and punctuation.
3. Prepare and distribute practice materials on which students will identify and correct abbreviation, capitalization, and punctuation errors.
4. Prepare and administer post test.

METHODS OF EVALUATION:

Given an average-length business letter with abbreviation, capitalization and punctuation errors, the student will identify the errors and retype the letter in mailable form within 30 minutes.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-2: Correct Written and Oral English

SPECIFIC OBJECTIVE 3:

The student will select correctly spelled words in sentences using confused and misspelled words.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Prepare, distribute, and discuss list of 500 most frequently misspelled words.
3. Prepare, distribute, and discuss list of commonly confused words.
4. Prepare, distribute, and discuss spelling rules.
5. Demonstrate use of spelling dictionary and/or spell check software.
6. Prepare and distribute practice materials on which students will identify and correct spelling errors using a spelling dictionary or spell check software.
7. Prepare and administer post test.

METHODS OF EVALUATION:

Given an exercise with a choice of 20 commonly confused words, the student will choose the correct word with 95 percent accuracy within 10 minutes.

Given a choice of two word spellings in a list of 30 commonly misspelled words, the student will select the correctly spelled word with 95 percent accuracy within 10 minutes.

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-2: Correct Written and Oral English

SPECIFIC OBJECTIVE 4:

The student will demonstrate correct number usage.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Prepare, distribute, and discuss guidelines for correct number usage.
3. Prepare and distribute practice materials on which students will identify and correct errors in number usage.
4. Prepare and administer post test.

METHODS OF EVALUATION:

Given an average-length business letter containing numbers expressed in improper form, the student will identify the errors and retype the letter in mailable form within 30 minutes.

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-2: Correct Written and Oral English

SPECIFIC OBJECTIVE 5:

The student will rewrite poorly written sentences into complete, concise sentences.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Review parts of speech so that students are familiar with subject predicate, number, etc.
3. Prepare and distribute practice materials on which students will rewrite poorly written sentences into complete, concise sentences.
4. Prepare and administer post test.

METHODS OF EVALUATION:

Given fifteen poorly written sentences, the student will rewrite the sentences into complete and concise statements with 95 percent accuracy within 30 minutes.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-2: Correct Written and Oral English

SPECIFIC OBJECTIVE 6:

The student will compose and type a business letter.

TEACHER ACTIVITIES:

1. Discuss with students the information needed to compose a business letter.
3. Prepare and distribute practice materials which require students to compose and type business letters.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a situation requiring a business letter, the student will compose and type the letter in mailable form within 40 minutes.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-2: Correct Written and Oral English

FINAL TASK EVALUATION:

Given a business letter with incomplete sentences; abbreviation, capitalization, and punctuation errors; confused and misspelled words; and incorrect number usage; the student will demonstrate correct usage of the English language by correcting all errors and retyping the letter in mailable form within 30 minutes.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-3: Utilize Human Relations Techniques

INTRODUCTORY STATEMENT: Good human relations skills are essential for succeeding in an office and for getting along with others.

GENERAL OBJECTIVE: The student will identify and utilize basic human relations concepts in all interpersonal relations.

SPECIFIC OBJECTIVES:

1. The student will identify ways to increase self-understanding.
2. The student will identify skills needed for positive human relations.
3. The student will identify ways to establish and maintain positive employer/employee relations.
4. The student will identify guidelines for customer relations.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-3: Utilize Human Relations Techniques

SPECIFIC OBJECTIVE 1:

The student will identify ways to increase self-understanding.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Discuss the importance of self-awareness, values, and strengths/weaknesses.
3. Prepare and distribute activity sheets on values clarification, strengths and weaknesses and the importance of self-image.
4. Invite counselor to discuss with the class the importance of self-understanding.
5. Prepare and administer post test.

METHODS OF EVALUATION:

Given a list of 25 situations, the student will identify those which increase self-understanding with 95 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-3: Utilize Human Relations Techniques

SPECIFIC OBJECTIVE 2:

The student will identify skills needed for positive human relations.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Discuss importance of human relations.
3. Invite a human relations person from business to speak to the class on positive human relations.
4. Prepare and distribute role playing situations in which students practice positive human relations.
5. Prepare and administer post test.

METHODS OF EVALUATION:

Given a list of 25 situations, the student will identify those which demonstrate positive human relations with 95 percent accuracy.

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-3: Utilize Human Relations Techniques

SPECIFIC OBJECTIVE 3:

The student will identify ways to establish and maintain positive employer/employee relations.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Discuss the importance of positive employer/employee relations.
3. Prepare and distribute case studies in which students identify and evaluate employer/employee relations.
4. Prepare and administer post test.

METHODS OF EVALUATION:

Given five case studies illustrating positive and negative employer/employee relations, the student will identify the positive employer/employee relations with 100 percent accuracy and will correct the negative employer/employee relations to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-3: Utilize Human Relations Techniques

SPECIFIC OBJECTIVE 4:

The student will identify guidelines for customer relations.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Discuss customer relations guidelines.
3. Invite customer relations person from business to discuss customer relations guidelines.
4. Prepare and distribute case studies in which students identify and evaluate customer relations.
5. Prepare and administer post test.

METHODS OF EVALUATION:

Given five case studies illustrating good and poor customer relations, the student will identify the good customer relations with 100 percent accuracy and will correct the poor customer relations to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-3: Utilize Human Relations Techniques

FINAL TASK EVALUATION:

Given ten case studies, the student will identify positive human relations techniques with 100 percent accuracy and correct the negative to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-4: Apply Telephone Techniques

INTRODUCTORY STATEMENT: It is impossible for today's businesses to operate efficiently without the rapid communication of the telephone. Since the telephone is used in about 90 percent of all business transactions, it is important that one create a positive impression for one's company by using proper telephone techniques.

GENERAL OBJECTIVES: The student will locate information and demonstrate an acceptable telephone personality when dealing with incoming calls, outgoing calls, and follow up.

SPECIFIC OBJECTIVES:

1. The student will demonstrate appropriate telephone personality.
2. The student will answer the telephone and deal with incoming business calls effectively.
3. The student will locate a variety of information from telephone directories and supporting information sources.
4. The student will plan and place local and long distance calls choosing the appropriate type of service.
5. The student will list and/or demonstrate appropriate follow-up procedures for handling calls.
6. The student will list and explain the use of special types of equipment.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-4: Apply Telephone Techniques

SPECIFIC OBJECTIVE 1:

1. Discuss the importance of telephones in today's business office.
2. Demonstrate and discuss appropriate telephone personality.
3. Invite resource people to class to supplement/reinforce classroom discussions of appropriate telephone personality.
4. Prepare telephone personality evaluation checklist.
5. Provide telephone training equipment, role playing exercises and checklists to practice and evaluate appropriate telephone personality.
6. Prepare practice exercises for voice improvement and provide a tape recorder for recording the results.
7. Obtain and show telephone training film.
8. Prepare and administer test.

METHODS OF EVALUATION:

Given three role playing situations, the student will demonstrate appropriate telephone personality according to the evaluation checklist with 95 percent accuracy.

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-4: Apply Telephone Techniques

SPECIFIC OBJECTIVE 2:

The student will answer the telephone and deal with incoming business calls effectively.

TEACHER ACTIVITIES:

1. Provide telephone training equipment and demonstrate the correct way to answer a call, participate in the conversation, and conclude the call using appropriate telephone techniques.

2. Provide several varieties of telephone message blanks, demonstrate proper use, and discuss follow up.

3. Prepare evaluation checklist for answering and dealing with business calls effectively.

4. Prepare and distribute role playing exercises and evaluation checklists for students to practice answering and dealing with business calls effectively.

5. Prepare and administer test.

METHODS OF EVALUATION:

Given three role playing situations, the student will demonstrate answering and dealing with incoming business calls effectively according to the evaluation checklist with 95 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-4: Apply Telephone Techniques

SPECIFIC OBJECTIVE 3:

The student will locate a variety of information from telephone directories and supporting information sources.

TEACHER ACTIVITIES:

1. Provide local telephone directories and discuss introductory, alphabetic, and yellow pages.

2. Prepare exercises for locating information in all sections of the telephone directory.

3. Provide samples and discuss the use of letterheads and business cards as sources of telephone information.

4. Provide samples and discuss the use of company and personal directories of frequently called numbers.

5. Prepare and administer test.

METHODS OF EVALUATION:

Given a telephone directory and 10 items to locate, the student will demonstrate the ability to find the information with 100 percent accuracy within 10 minutes.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-4: Apply Telephone Techniques

SPECIFIC OBJECTIVE 4:

The student will plan and place local and long distance calls choosing the appropriate type of service.

TEACHER ACTIVITIES:

1. Discuss planning outgoing calls.
2. Demonstrate correct procedures for placing outgoing calls.
3. Provide telephone training equipment.
4. Prepare evaluation checklist for planning and placing outgoing calls.
5. Prepare and distribute role playing exercises and evaluation checklists for students to practice planning and placing outgoing calls.
6. Discuss types of long distance calls.
7. Lead brainstorming session on when to use the different types of long distance calls.
8. Provide telephone logs.
9. Show samples of pages of telephone logs for recording outgoing telephone calls.
10. Prepare evaluation checklist for planning and placing long distance calls.
11. Prepare and distribute role playing exercises and evaluation checklist for students to practice planning and placing long distance calls.
12. Prepare and administer tests.

METHODS OF EVALUATION:

Given five situations requiring the planning and placing of outgoing calls (including long distance), the student will complete each according to the evaluation checklist with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-4: Apply Telephone Techniques

SPECIFIC OBJECTIVE 5:

The student will list and/or demonstrate appropriate follow-up procedures for handling calls.

TEACHER ACTIVITIES

1. Discuss procedures for following through a call placed on hold.

2. Lead brainstorming on follow-up when caller has to wait.

3. Invite speaker to discuss the importance of delivering messages and returning calls promptly.

4. Prepare and administer test.

METHODS OF EVALUATION:

Given five situations requiring follow-up procedures, the student will list the appropriate follow-up procedures according to currently accepted business practices.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-4: Apply Telephone Techniques

SPECIFIC OBJECTIVE 6:

The student will list and explain the use of special types of equipment.

TEACHER ACTIVITIES:

1. Discuss various types of special telephone equipment and their uses.
2. Provide and assign related reading material.
3. Arrange a field trip to a local telephone company or invite a speaker from the telephone company to come to the class.
4. Obtain and show a film on special types of telephone equipment.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given illustrations of various types of telephone equipment, the student will describe the use of each with 95 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-4: Apply Telephone Techniques

FINAL TASKS EVALUATION:

Given role playing situations, the student will demonstrate the ability to plan and place outgoing (including long distance) calls, locate information in a telephone directory, and handle follow-up procedures for a call placed on hold using an appropriate telephone personality to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-5: Take Complete Messages

PREREQUISITE: TASK A-4

INTRODUCTORY STATEMENT: The results of inaccurate communications whether it is in person or in writing is evidence enough as to why complete, accurate messages are a vital part of today's office environment.

GENERAL OBJECTIVE: The student will demonstrate an understanding of the importance and time-saving advantages of taking complete, accurate messages.

SPECIFIC OBJECTIVES:

1. The student will demonstrate taking complete, accurate messages over the telephone.
2. The student will demonstrate taking complete, accurate messages in person.
3. The student will list reasons for timely delivery of messages.
4. The student will demonstrate follow through on messages.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-5: Take Complete Messages

SPECIFIC OBJECTIVE 1:

The student will demonstrate taking complete, accurate messages over the telephone.

TEACHER ACTIVITIES:

1. Discuss the importance of complete, accurate telephone message-taking techniques.
2. Provide several varieties of telephone message blanks and demonstrate proper use.
3. Provide telephone training equipment.
4. Prepare evaluation checklist.
5. Prepare and distribute role playing exercises and evaluation checklists for students to practice taking complete, accurate telephone messages.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given three role playing situations, the student will demonstrate taking complete, accurate telephone messages with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-5: Take Complete Messages

SPECIFIC OBJECTIVE 2:

The student will demonstrate taking complete, accurate messages in person.

TEACHER ACTIVITIES:

1. Discuss the importance of complete, accurate in-person message-taking techniques.
2. Provide several varieties of message blanks and demonstrate taking complete, accurate in-person messages.
3. Prepare evaluation checklist.
4. Prepare and distribute role playing exercises and evaluation checklists for students to practice taking complete, accurate in-person messages.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given three role playing situations, the student will demonstrate taking complete, accurate in-person messages with 100 percent accuracy.

DUTY: PERFORM COMMUNICATIONS SKILLS

TASK A-5: Take Complete Messages

SPECIFIC OBJECTIVE 3:

The student will list reasons for timely delivery of messages.

TEACHER ACTIVITIES:

1. Discuss the importance of timely delivery of messages.
2. Brainstorm some consequences of not delivering messages in a timely manner.
3. Invite a speaker from a business to discuss timely delivery of messages.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given ten situations involving the timely delivery of messages, the student will indicate those which are timely and the consequences of those that are not with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-5: Take Complete Messages

SPECIFIC OBJECTIVE 4:

The student will demonstrate follow through on messages.

TEACHER ACTIVITIES:

1. Discuss the importance of message follow-through techniques.
2. Brainstorm some consequences of not following through on messages.
3. Invite a speaker from a business to discuss follow through on messages.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given ten situations involving follow through on messages, the student will identify the appropriate follow-through technique with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-5: Take Complete Messages

FINAL EVALUATION:

Given two role playing situations the student will demonstrate taking complete, accurate messages over the telephone with 100 percent accuracy.

Given two role playing situations, the student will demonstrate taking complete, accurate messages in person with 100 percent accuracy.

Given a list of twenty written statements, the student will identify which illustrate timely delivery of messages and appropriate follow-through techniques with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-6: Maintain Confidentiality

INTRODUCTORY STATEMENT: Confidentiality means being loyal to your company. Gossiping about your company is harmful to its business image. All office employees should understand that what takes place in the office should not be discussed with others either inside or outside of the company.

GENERAL OBJECTIVE: The student will demonstrate an understanding of confidentiality and its importance to him/herself and to the company.

SPECIFIC OBJECTIVES:

1. The student will demonstrate an understanding of confidentiality.

2. The student will articulate the importance of confidentiality to him/herself and to the company.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-6: Maintain Confidentiality

SPECIFIC OBJECTIVE 1:

The student will demonstrate an understanding of confidentiality.

TEACHER ACTIVITIES:

1. Assign students materials on confidentiality to read.
2. Discuss the meaning of confidentiality.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of ten situations involving things which might occur in the office, the student will identify those which should be confidential with 100 percent accuracy.

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-6: Maintain Confidentiality

SPECIFIC OBJECTIVE 2:

The student will articulate the importance of confidentiality to him/herself and to the company.

TEACHER ACTIVITIES:

1. Discuss the importance of confidentiality.
2. Invite a speaker from business to discuss confidentiality and its importance.
3. Prepare and administer test.

METHODS OF EVALUATION:

The student will write a one-page essay on the importance of confidentiality to him/herself and to the company based on currently accepted business standards of confidentiality.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-6: Maintain Confidentiality

FINAL EVALUATION:

Given a list of ten situations involving things which might occur in the office, the student will identify those which should be confidential and explain the importance of keeping those situations confidential with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-7: Draft Correspondence

PREREQUISITE: TASKS A-2 AND B-6 OR D-2

INTRODUCTORY STATEMENT: Since today's office environment is so fast paced, the ability to compose correspondence to assist in the productive and efficient flow of paperwork is an asset.

GENERAL OBJECTIVE: The student will identify situations in which drafting a response to correspondence is appropriate and will take the initiative to draft a suggested response.

SPECIFIC OBJECTIVES:

1. The student will identify situations in which a routine response is required.

2. The student will outline, compose, and produce a mailable response to routine correspondence utilizing correct written English and keyboarding skills.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-7: Draft Correspondence

SPECIFIC OBJECTIVE 1:

The student will identify situations in which a routine response is required.

TEACHER ACTIVITIES:

1. Provide samples of correspondence routinely received in an office.
2. Discuss the types of correspondence for which drafting responses would be appropriate.
3. Prepare and distribute simulated correspondence from which the student will identify those for which drafting a response would be appropriate.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given ten simulated letters, the student will identify those for which drafting a response would be appropriate with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-7: Draft Correspondence

SPECIFIC OBJECTIVE 2:

The student will outline, compose, and produce a mailable response to routine correspondence utilizing correct written English and keyboarding skills.

TEACHER ACTIVITIES:

1. Demonstrate outlining and composing a response to routine correspondence.
2. Review mailablity standards.
3. Provide simulated correspondence for which the student will draft and produce mailable responses.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given three samples of routine correspondence, the student will draft and produce mailable responses within 45 minutes.

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-7: Draft Correspondence

FINAL EVALUATION:

Given six simulated letters, the student will identify the routine correspondence to which drafting a response would be appropriate and will take the initiative to draft and produce one mailable response within 30 minutes.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-8: Coordinate Conferences and Meetings

INTRODUCTORY STATEMENT: Since a majority of today's business is accomplished through meetings and conferences, it is essential that the General Office Worker be aware of how to coordinate these activities.

GENERAL OBJECTIVE: The student will plan and organize meetings and conferences.

SPECIFIC OBJECTIVES:

1. The student will differentiate between a meeting and a conference.
2. The student will list the steps necessary to make pre-meeting/conference arrangements.
3. The student will prepare a meeting list for attendees, a meeting notice, and a meeting agenda.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-8: Coordinate Conferences and Meetings

SPECIFIC OBJECTIVE 1:

The student will differentiate between a meeting and a conference.

TEACHER ACTIVITIES:

1. Discuss the different types of meetings including formal and informal, citing examples of each.
2. Discuss the difference between meetings and conferences.
3. Prepare, distribute, and discuss a vocabulary list associated with meeting/conference planning.
4. Prepare and distribute case situations in which the student will identify different types of meetings and conferences.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of vocabulary words relating to meeting/ conference planning, the student will write definitions with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-8: Coordinate Conferences and Meetings

SPECIFIC OBJECTIVE 2:

The student will list the steps necessary to make pre-meeting/conference arrangements.

TEACHER ACTIVITIES:

1. Discuss meeting/conference planning steps and follow through.
2. Prepare and provide students with simulations in which they must list all necessary pre-meeting/conference arrangements.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a situation in which meeting or conference planning is required, the student will list the steps necessary to make the arrangements for the meeting or conference.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-8: Coordinate Conferences and Meetings

SPECIFIC OBJECTIVE 3:

The student will prepare a meeting list for attendees, a meeting notice, and a meeting agenda.

TEACHER ACTIVITIES:

1. Prepare and distribute copies of a meeting list for attendees, a meeting notice, and a meeting agenda.
2. Discuss the information to be included in the meeting list, notice, and agenda.
3. Prepare and provide students with simulations in which they must prepare meeting lists, notices, and agendas.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a situation in which meeting planning is required, the student will prepare a meeting list for attendees, a meeting notice, and a meeting agenda according to currently accepted business practices.

GENERAL OFFICE WORKER

DUTY: PERFORM COMMUNICATIONS FUNCTIONS

TASK A-8: Coordinate Conferences and Meetings

FINAL TASK EVALUATION:

Given a simulation in which the student must plan a meeting and a conference, the student will list the steps necessary to make pre-meeting arrangements, and prepare a meeting list for attendees, a meeting notice, and a meeting agenda according to currently accepted business practices.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-1: Prepare Typewritten Documents

PREREQUISITE: TASKS B-4 AND B-6

INTRODUCTORY STATEMENT: With the increasing use of computers in business, many people see typewriters as obsolete. However, the basic skills learned on the typewriter are still used for many office tasks. Formatting and keyboarding skills are still very necessary for the success of any business.

GENERAL OBJECTIVE: The student will type, proofread, and correct all materials for mailability.

SPECIFIC OBJECTIVES:

1. The student will demonstrate touch typing with speed and accuracy.
2. The student will demonstrate skill in efficient use of typewriter parts.
3. The student will demonstrate basic production skills through practical application of typing knowledge to assigned tasks.
4. The student will demonstrate proficiency in organization and completion of business problems with a minimum of directions.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-1: Prepare Typewritten Documents

SPECIFIC OBJECTIVE:

The student will demonstrate touch typing with speed and accuracy.

TEACHER ACTIVITIES:

1. Prepare observation checklist.
2. Provide skill building, speed-building, and straight-copy exercises.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given straight-copy material, the student will type it to the speed and accuracy standards established by the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-1: Prepare Typewritten Documents

SPECIFIC OBJECTIVE:

The student will demonstrate skill in efficient use of typewriter parts.

TEACHER ACTIVITIES:

1. Prepare observation checklist.
2. Demonstrate the proper use of typewriter parts.
3. Provide activities utilizing machine parts.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given an exercise, the student will demonstrate skill in the efficient use of typewriter parts to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-1: Prepare Typewritten Documents

SPECIFIC OBJECTIVE:

The student will demonstrate basic production skills through practical application of typing knowledge to assigned tasks.

TEACHER ACTIVITIES:

1. Prepare transparencies to demonstrate proper formatting of documents.
2. Provide activities for centering and tabulation.
3. Provide activities for producing correspondence.
4. Provide activities for producing reports/manuscripts.
5. Provide activities for producing business forms.
6. Provide review of punctuation practices.
7. Prepare and administer test.

METHODS OF EVALUATION:

Given a selection of practical typing tasks, the student will apply his/her typing knowledge to produce useable documents to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-1: Prepare Typewritten Documents

SPECIFIC OBJECTIVE:

The student will demonstrate proficiency in organization and completion of business problems with a minimum of directions.

TEACHER ACTIVITIES:

1. Provide unorganized material to prioritize.
2. Provide simulated tasks requiring the student to identify supplies and materials needed.
3. Provide production material requiring the student to follow directions, type mailable copy, and proofread.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a simulation of office typing tasks and minimum direction, the student will organize and use the appropriate supplies and materials to produce mailable copy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-1: Prepare Typewritten Documents

FINAL TASK EVALUATION:

Given a production typing simulation, the student will prepare mailable copy to the speed standard established by the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-2: Prepare Forms

PREREQUISITE: TASK D-2

INTRODUCTORY STATEMENT: All offices use forms for the successful functioning of the business. Office workers must be familiar with and know how to format the forms commonly used in offices.

GENERAL OBJECTIVE: The student will select and format the appropriate business forms for given situations according to standard business practices.

SPECIFIC OBJECTIVES:

1. The student will select the appropriate business form for a given situation.
2. The student will format commonly used business forms.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-2: Prepare Forms

SPECIFIC OBJECTIVE:

The student will select the appropriate business form for a given situation.

TEACHER ACTIVITIES:

1. Collect and prepare a bulletin of commonly used business forms (invoices, bills of lading, purchase orders, purchase requisitions, statements, credit memos, inventory sheets).
2. Discuss the use of each business form individually.
3. Provide practice materials for students to select the appropriate form for given situations.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given twenty simulated situations, the student will select the appropriate form to be used with 95 percent accuracy.

DUTY: PRODUCE DOCUMENTS

TASK B-2: Prepare Forms

SPECIFIC OBJECTIVE:

The student will format commonly used business forms.

TEACHER ACTIVITIES:

1. Prepare a bulletin board of formatted business forms (invoices, bills of lading, purchase orders, purchase requisitions, statements, credit memos, inventory sheets).
2. Discuss and demonstrate the formatting of each business form individually.
3. Provide practice materials for students to format each type of business form.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a simulation requiring business forms, the student will format the appropriate form according to standard business practices.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-2: Prepare Forms

FINAL TASK EVALUATION:

Given a simulation, the student will select the appropriate business forms for several situations and format them according to standard business practices.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-3: Perform Transcribing Functions

PREREQUISITE: TASKS A-2, B-4, B-6 OR D-2, AND D-3

INTRODUCTORY STATEMENT: With the growing cost of correspondence, excellent transcription skills such as typing, English grammar and punctuation, proofreading and correcting, and finalizing copy for distribution help an organization keep the cost of word processing as low as possible.

GENERAL OBJECTIVE: Given dictation with written and/or oral instructions, the student will produce mailable copy at 50 percent of his/her straight-copy rate.

SPECIFIC OBJECTIVES:

1. The student will follow written and/or oral instructions.
2. The student will transcribe dictated materials into mailable copy at 50 percent of his/her straight-copy rate.
3. The student will use appropriate sources to clarify ambiguities in the dictation.
4. The student will proofread and edit the copy, and if necessary, correct or retype it in mailable form.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-3: Perform Transcribing Functions

SPECIFIC OBJECTIVE 1:

The student will follow written and/or oral instructions.

TEACHER ACTIVITIES:

1. Prepare and administer pretest.
2. Discuss the importance of remembering and following directions.
3. Provide practice exercises.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given ten situations with written and oral instructions, the student will complete the activities to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-3: Perform Transcribing Functions

SPECIFIC OBJECTIVE 2:

The student will transcribe dictated materials into mailable copy at 50 percent of his/her straight-copy rate.

TEACHER ACTIVITIES:

1. Review typing skills as related to transcription.
2. Review business English.
3. Review references such as dictionary, word division manual, thesaurus, and style manual.
4. Provide practice dictation for transcription.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given three dictated documents, the student will transcribe the documents into mailable copy at 50 percent of his/her straight-copy rate.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-3: Perform Transcribing Functions

SPECIFIC OBJECTIVE 3:

The student will use appropriate sources to clarify ambiguities in the dictation.

TEACHER ACTIVITIES:

1. Brainstorm where to obtain information to clarify ambiguous dictation.
2. Stress the use of personal and written resources before questioning other people.
3. Provide practice exercises to clarify ambiguities in dictation.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given ten illustrations of ambiguous dictation, the student will select from a list the most appropriate resource to use to solve the problem to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-3: Perform Transcribing Functions

SPECIFIC OBJECTIVE 4:

The student will proofread and edit the copy, and if necessary, correct or retype it in mailable form.

TEACHER ACTIVITIES:

1. Prepare and administer pretest on proofreading.
2. Review proofreading and editing techniques.
3. Review making corrections.
4. Provide practice proofreading and correcting exercises.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given a letter with various errors, the student will proofread and edit the copy and retype it in mailable form.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-3: Perform Transcribing Functions

FINAL TASK EVALUATION:

Given a selection of dictated materials some with photocopies, enclosures, and special instructions, the student will transcribe 70 percent of them into mailable copy at 50 percent of his/her straight-copy rate.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-4: Proofread Documents

INTRODUCTORY STATEMENT: The efficient office worker must check for coherence, completeness and accuracy in all materials in an office. Proofreading is the comparison of reproduced text with the original and the marking of errors on the former.

GENERAL OBJECTIVE: The student will demonstrate techniques to proofread a document with 100 percent accuracy.

SPECIFIC OBJECTIVES:

1. The student will use proofreading symbols when proofreading a document for accuracy.
2. The student will establish a routine for the proofreading process.
3. The student will check typed copy against an original.
4. The student will read for content.
5. The student will use resources to check accuracy of word division, spelling, subject/verb agreement, and formatting.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-4: Proofread Documents

SPECIFIC OBJECTIVE 1:

. The student will use proofreading symbols when proofreading a document for accuracy.

TEACHER ACTIVITIES:

1. Provide list of proofreader's symbols.
2. Discuss and demonstrate use of proofreader's symbols.
3. Provide practice materials for students to mark with proofreader's symbols.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given twenty sentences marked with proofreader's symbols, the student will identify the meaning of each symbol with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-4: Proofread Documents

SPECIFIC OBJECTIVE 2:

The student will establish a routine for the proofreading process.

TEACHER ACTIVITIES:

1. Prepare a proofreading routine process.
2. Demonstrate the proofreading routine process.
3. Provide practice materials for students to practice the proofreading routine process.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given an uncorrected document, the student will demonstrate the use of a proofreading routine process to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-4: Proofread Documents

SPECIFIC OBJECTIVE 3:

The student will check typed copy against an original.

TEACHER ACTIVITIES:

1. Demonstrate checking typed copy against an original.
2. Provide practice materials for students to practice checking typed copy against originals.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given an uncorrected typed document and an original, the student will demonstrate checking the typed copy against the original to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-4: Proofread Documents

SPECIFIC OBJECTIVE 4:

The student will read for content.

TEACHER ACTIVITIES:

1. Demonstrate reading a document for content.
2. Provide practice materials for students to practice reading for content.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a typed document, the student will demonstrate reading the document for content to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-4: Proofread Documents

SPECIFIC OBJECTIVE 5:

The student will use resources to check accuracy of word division, spelling, subject/verb agreement, and formatting.

TEACHER ACTIVITIES:

1. Discuss the kinds of resources available for checking word division, spelling, subject/verb agreement, and formatting.

2. Provide practice materials for students to practice checking word division, spelling, subject/verb agreement, and formatting.

3. Prepare and administer test.

METHODS OF EVALUATION:

Given a typed document and resources, the student will demonstrate checking the document for word division, spelling, subject/verb agreement, and formatting to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-4: Proofread Documents

FINAL TASK EVALUATION:

Given a list of proofreader's symbols, resource materials, a typed document and an original, the student will proofread and mark errors with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-5: Produce Mass Mailings

PREREQUISITE: TASK B-7 AND D-7

INTRODUCTORY STATEMENT: Sending the same items to many people at the same time is known as a mass mailing. Today's computerized databases allow companies easier access to the names, addresses, and phone numbers of virtually any target market in any given area. Mass mailings are seen as an effective method of advertising and are used in many offices.

GENERAL OBJECTIVE: Given a database of information, the student will enter and maintain current records as needed in correct format and will prepare labels and envelopes for a mass mailing.

SPECIFIC OBJECTIVES:

1. The student will enter appropriate information into a computerized database.
2. The student will search and select addresses from a master mailing list to create a smaller list of those to receive a special mailing.
3. The student will insert and align blank address labels into the printer and make necessary adjustments to ensure that the information is printed in proper format onto the blank labels.
4. The student will format and print address labels according to current US Postal Service standards.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-5: Produce Mass Mailings

SPECIFIC OBJECTIVE 1:

The student will enter appropriate information into a computerized database.

TEACHER ACTIVITIES:

1. Discuss the purpose and convenience of a computerized database.
2. Demonstrate entering information into a database.
3. Provide practice exercises for entering information into a database.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of five items that need to be updated and five items that are entirely new, the student will make the necessary entries into the database with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-5: Produce Mass Mailings

SPECIFIC OBJECTIVE 2:

The student will search and select addresses from a master mailing list to create a smaller list of those to receive a special mailing.

TEACHER ACTIVITIES:

1. Brainstorm why a business might want to narrow down its entire database to only a select group of clients to receive a mass mailing.
2. Demonstrate the process of search and select.
3. Provide practice exercises for searching for and selecting specific information.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given an existing database and a request for specific information, the student will submit a printout of the requested information with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-5: Produce Mass Mailings

SPECIFIC OBJECTIVE 3:

The student will insert and align blank address labels into the printer and make necessary adjustments to ensure that the information is printed in proper format onto the blank labels.

TEACHER ACTIVITIES:

1. Demonstrate the removal of paper from and the insertion of perforated computer address labels into the printer.

2. Demonstrate the printing of a sample label and the process of adjusting the labels if necessary for correct positioning of the address on the label.

2. Supervise each student as he/she removes paper from and inserts perforated computer address labels into the printer, prints a sample label and, if necessary, adjusts the positioning.

3. Provide practice exercises for printing labels.

4. Demonstrate reinsertion of paper into the printer when label printing is complete.

5. Supervise while students reinsert paper into the printer.

6. Prepare and administer test.

METHODS OF EVALUATION:

Given an existing database and a request for ten labels, the student will submit a printout of the ten labels in visually attractive form to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-5: Produce Mass Mailings

SPECIFIC OBJECTIVE 4:

The student will format and print address labels according to current US Postal Service standards.

TEACHER ACTIVITIES:

1. Invite a speaker from the local post office to discuss the proper formatting of mailing addresses to conform to current US Postal Service standards.

2. Assign students to find examples of actual labels received in the mail.

3. Assign students to prepare a bulletin board of the collected labels showing both properly and improperly prepared labels.

4. Provide practice exercises for printing properly formatted labels.

6. Prepare and administer test.

METHODS OF EVALUATION:

Given an existing database and a request for ten labels, the student will submit a printout of the ten labels ensuring proper placement according to US Postal Service standards with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-5: Produce Mass Mailings

FINAL TASK EVALUATION:

Given an existing database and a request for labels for a geographic mailing, the student will update and add to the database, search for the requested geographic information, and print a set of labels in visually pleasing and proper US Postal Service format with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-6: Utilize Word Processing Applications

PREREQUISITE: TASK A-2, B-4, D-7

INTRODUCTORY STATEMENT: Word processing, the most widely used software application, is basic to any office system and in today's business world has become a reality for all office workers regardless of career category. Word processing skills are a key qualification for secretarial and administrative personnel in addition to other traditional skills. Businesses need to increase office productivity, cut costs, and create high-quality output. For these reasons, familiarity with word processing equipment, software, and terminology is an asset for any potential office employee.

GENERAL OBJECTIVE: The student will use a computerized word processing program to input and edit data, and to print out various business documents according to currently acceptable business standards.

SPECIFIC OBJECTIVES:

1. The student will demonstrate knowledge of word processing terminology.
2. The student will use word processing software to create and save a document.
3. The student will use word processing software to edit a document.
4. The student will use word processing software to print a document.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-6: Utilize Word Processing Applications

SPECIFIC OBJECTIVE 1:

The student will demonstrate knowledge of word processing terminology.

TEACHER ACTIVITIES:

1. Prepare and distribute a list of word processing terminology.
2. Discuss the word processing terms.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of word processing terms and definitions, the student will match the two with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-6: Utilize Word Processing Applications

SPECIFIC OBJECTIVE 2:

The student will use word processing software to create and save a document.

TEACHER ACTIVITIES:

1. Make software manuals and/or handbooks available in the classroom.
2. Discuss the advantages of creating and saving a document using word processing software.
3. Provide an applications workbook with step-by-step instructions for creating and saving a document on the specific software.
4. Assist students as they create and save a document using word processing software.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given word processing software and a document to create and save, the student will input the data and save it to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-6: Utilize Word Processing Applications

SPECIFIC OBJECTIVE 3:

The student will use word processing software to edit a document.

TEACHER ACTIVITIES:

1. Discuss the advantages of using word processing software to edit a document.
2. Provide an applications workbook with step-by-step instructions for editing and resaving a document on the specific software.
4. Assist students as they edit and resave a document using word processing software.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given word processing software and a document to edit and resave, the student will correct the data and resave it to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-6: Utilize Word Processing Applications

SPECIFIC OBJECTIVE 4:

The student will use word processing software to print a document.

TEACHER ACTIVITIES:

1. Discuss the advantages of using word processing software to print a document.
2. Provide an applications workbook with step-by-step instructions for printing a document with the specific software.
4. Assist students as they print a document using word processing software.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given word processing software and a document to print, the student will print the data to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-6: Utilize Word Processing Applications

FINAL TASK EVALUATION:

Given a simulation, the student will use word processing software to create, save, edit, and print a document to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-7: Utilize Spreadsheet Applications

PREREQUISITE: TASK D-7

INTRODUCTORY STATEMENT: Spreadsheets are used in business in a variety of ways. Businesses use spreadsheets as tools to audit accounting reports and financial statements, prepare income statements, balance sheets, budgets, bids, manage cash flow, manage loans, determine product pricing and profit margins, perform financial ratio analysis, and prepare investment analysis. Spreadsheets let businesses calculate and analyze figures quickly and easily.

GENERAL OBJECTIVE: The student will use computerized spreadsheet software to create and print worksheets and graphs according to currently acceptable business standards.

SPECIFIC OBJECTIVES:

1. The student will demonstrate knowledge of spreadsheet terminology.
2. The student will use spreadsheet software to create, edit, and save and print a worksheet.
3. The student will write formulas to solve problems within the worksheet.
4. The student will use spreadsheet software features to work with the spreadsheet.
5. The student will use spreadsheet software to graph and print worksheet data.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-7: Utilize Spreadsheet Applications

SPECIFIC OBJECTIVE 1:

The student will demonstrate knowledge of spreadsheet terminology.

TEACHER ACTIVITIES:

1. Prepare and distribute a list of spreadsheet terminology.
2. Discuss the spreadsheet terms.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of spreadsheet terms and definitions, the student will match the two with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-7: Utilize Spreadsheet Applications

SPECIFIC OBJECTIVE 2:

The student will use spreadsheet software to create, edit, save, and print a worksheet.

TEACHER ACTIVITIES:

1. Make software manuals and/or handbooks available in the classroom.
2. Discuss the advantages of creating, editing, saving, and printing a worksheet using spreadsheet software.
3. Provide an applications workbook with step-by-step instructions for creating, editing, saving, and printing a worksheet on the specific software.
4. Assist students as they create, edit, save, and print a worksheet using spreadsheet software.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given spreadsheet software and a worksheet to create, edit, save, and print, the student will input the data, edit, save, and print it to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-7: Utilize Spreadsheet Applications

SPECIFIC OBJECTIVE 3:

The student will write formulas to solve problems within the worksheet.

TEACHER ACTIVITIES:

1. Discuss the necessity for writing formulas to solve problems within a worksheet.
2. Provide an applications workbook with step-by-step instructions for writing formulas to solve problems within a worksheet on the specific software.
4. Assist students as they write formulas using spreadsheet software.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given spreadsheet software and a worksheet requiring formulas, the student will write formulas to perform the necessary functions to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-7: Utilize Spreadsheet Applications

SPECIFIC OBJECTIVE 4:

The student will use spreadsheet software features to work with the spreadsheet.

TEACHER ACTIVITIES:

1. Discuss the spreadsheet software features that allow spreadsheets to be used for a variety of business applications.
2. Provide an applications workbook with step-by-step instructions for performing a variety of applications using the specific software.
4. Assist students as they work with performing various applications.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given spreadsheet software, the student will perform various applications to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-7: Utilize Spreadsheet Applications

SPECIFIC OBJECTIVE 5:

The student will use spreadsheet software to graph and print worksheet data.

TEACHER ACTIVITIES:

1. Discuss the advantages of turning a worksheet into a printed graph.
2. Provide an applications workbook with step-by-step instructions for converting a spreadsheet worksheet into a printed graph.
4. Assist students as they convert worksheets into printed graphs.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given spreadsheet software and a completed worksheet, the student will convert the worksheet to a bar or pie graph and print it to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-7: Utilize Spreadsheet Applications

FINAL TASK EVALUATION:

Given a simulation the student will use spreadsheet software to create, save, edit, and print a worksheet, use the features of the specific software to manipulate the data and print a graph to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-8: Utilize Database Applications

PREREQUISITE: TASK C-7

INTRODUCTORY STATEMENT: A computerized database management system provides a special method of organizing, storing, and reporting data. A database management system can also keep information in order and print reports to the user's specifications. Database management systems are often used by businesses to manage customer information, inventory, and payroll records.

GENERAL OBJECTIVE: The student will use computerized database software to design, create, and refine a database and to generate various reports.

SPECIFIC OBJECTIVES:

1. The student will demonstrate knowledge of database terminology.
2. The student will use database software to design and create a database.
3. The student will use database software to refine a database.
4. The student will use database software to query, compute, and print reports.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-8: Utilize Database Applications

SPECIFIC OBJECTIVE 1:

The student will demonstrate knowledge of database terminology.

TEACHER ACTIVITIES:

1. Prepare and distribute a list of database terminology.
2. Discuss the database terms.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of database terms and definitions, the student will match the two with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-8: Utilize Database Applications

SPECIFIC OBJECTIVE 2:

The student will use database software to design and create a database.

TEACHER ACTIVITIES:

1. Make software manuals and/or handbooks available in the classroom.
2. Discuss the advantages of a computerized database system.
3. Provide an applications workbook with step-by-step instructions for designing and creating a database.
4. Assist students as they design and create a database.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given database software and a simulation requiring a mailing list, the student will design and create a database to the specifications of the simulation with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-8: Utilize Database Applications

SPECIFIC OBJECTIVE 3:

The student will use database software to refine a database.

TEACHER ACTIVITIES:

1. Discuss the necessity for making changes to a database.
2. Provide an applications workbook with step-by-step instructions for refining a database.
3 Assist students as they refine databases.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given database software, the simulation, and the mailing list created for specific objective 2, the student will enter the data to refine the database to the specifications of the simulation with 100 percent accuracy.

DUTY: PRODUCE DOCUMENTS

TASK B-8: Utilize Database Applications

SPECIFIC OBJECTIVE 4:

The student will use database software to query, compute, and print reports.

TEACHER ACTIVITIES:

1. Discuss the database software features that allow querying, computing, and printing reports.
2. Provide an applications workbook with step-by-step instructions for performing querying, computing, and the printing of reports.
4. Assist students as they perform these applications.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given database software, the simulation, and the mailing list refined for specific objective 3, the student will query, compute, and print a report to the specifications of the simulation with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK B-8: Utilize Database Applications

FINAL TASK EVALUATION:

Given a simulation requiring the use of database software, the student will design and create a database, refine it, and generate various reports to the specifications of the simulation with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK C-1: Use Reference Materials

INTRODUCTORY STATEMENT: Efficient workers must be able to find business related information quickly. There are many sources of information that will be used often. The office worker should know the availability of sources, be able to match the type of information needed to the right source, and find the information in a reasonable amount of time.

GENERAL OBJECTIVE: The student will identify and use references available for office workers.

SPECIFIC OBJECTIVES:

1. The student will list reasons for using references.
2. The student will identify the types of reference materials available for office use.
3. The student will demonstrate the use of reference materials available in the office.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK C-1: Use Reference Materials

SPECIFIC OBJECTIVE 1:

The student will list reasons for using references.

TEACHER ACTIVITIES:

1. Discuss the different types of reference materials available.
2. Provide necessary reference materials.
3. Provide practice situations in which the student identifies the need to use references.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of situations, the student will list reasons for using reference with 95 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK C-1: Use Reference Materials

SPECIFIC OBJECTIVE 2:

The student will identify the types of reference materials available for office use.

TEACHER ACTIVITIES:

1. Contact organizations available in your community and prepare a list of references they provide.

2. Prepare activity sheet to assist students in compiling list of references available at various organizations.

3. Arrange for students to visit the school or local library, Chamber of Commerce, and/or other information bureaus/organizations and discuss the references available at each.

4. Prepare activity sheet to assist students in locating various types of reference materials.

5. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of information to find and a list of references available at various organizations, the student will identify the type of reference material needed and the location of that material with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK C-1: Use Reference Materials

SPECIFIC OBJECTIVE 3:

The student will demonstrate the use of reference materials available in the office.

TEACHER ACTIVITIES:

1. Provide reference materials.
2. Demonstrate the use of the various types of references available for use in the office.
3. Prepare simulated activities in which the student must use references to complete activity.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of information to find and appropriate reference materials, the student will identify the type of reference material needed and locate that information with 90 percent accuracy within a time frame set by the instructor.

GENERAL OFFICE WORKER

DUTY: PRODUCE DOCUMENTS

TASK C-1: Use Reference Materials

FINAL TASK EVALUATION:

Given ten pieces of information to find and appropriate reference materials, the student will list the reasons for using references to find the information, identify the type of reference material in which to find the information, and use that reference material to find the information within 30 minutes with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-2: Use Company Resources

INTRODUCTORY STATEMENT: The operation of any business organization is strongly influenced by the resources available within the office structure. Workers must be able to use the resources available within the company structure in the form of people and/or materials.

GENERAL OBJECTIVE: The student will identify and use resources available within the company structure.

SPECIFIC OBJECTIVES:

1. The student will acquaint him/herself with the organizational structure of the organization.
2. The student will know the services or products the company produces.
3. The student will demonstrate an understanding of the part he/she plays in the whole organization.
4. The student will know what resources are available to employees.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-2: Use Company Resources

SPECIFIC OBJECTIVE 1:

The student will acquaint him/herself with the organizational structure of the organization.

TEACHER ACTIVITIES:

1. Obtain, review, and discuss organizational charts from several companies.
2. Provide simulated companies for the student to prepare organizational charts.
3. Prepare and administer test.

METHODS OF EVALUATION:

The student will develop an organizational chart for a company in the area (possibly the company for which the student works or his/her parent's company) according to accepted business standards.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-2: Use Company Resources

SPECIFIC OBJECTIVE 2:

The student will know the services or products the company produces.

TEACHER ACTIVITIES:

1. Obtain and discuss company product manuals, catalogs, etc.
2. Prepare a project to research the success or failure of a product or service.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a simulated company product or service, the student will write a description of that product or service to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-2: Use Company Resources

SPECIFIC OBJECTIVE 3:

The student will demonstrate an understanding the of part he/she plays in the whole organization.

TEACHER ACTIVITIES:

1. Obtain and discuss company organizational charts in order to identify the relationship of the student's position to others in the organization.
2. Prepare simulations in which the student would determine various employee relationships to other employees.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given three case studies, the student will use his/her understanding of the part he/she plays in the organization to determine how to solve the cases according to standard business practices.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-2: Use Company Resources

SPECIFIC OBJECTIVE 4:

The student will know what resources are available to employees.

TEACHER ACTIVITIES:

1. Obtain and discuss a list of possible resources available within various companies.
2. Discuss situations in which company resources may be used.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of ten situations, the student will identify the company resources to use in each according to accepted business standards.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-2: Use Company Resources

FINAL TASK EVALUATION:

Given five case studies, the student will identify and use company resources to find solutions to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-3: Maintain Appointment Calendar

PREREQUISITE: TASK C-7

INTRODUCTORY STATEMENT: One of the office worker's primary considerations as a time manager should be ensuring that the executive is in the proper location at the proper time, regardless of whether the location is within your own facility or at an outside site.

GENERAL OBJECTIVE: The student will accurately maintain an appointment calendar.

SPECIFIC OBJECTIVES:

1. The student will review the calendar for previously scheduled obligations and/or commitments.
2. The student will make and record appointments and cancellations on employer's and his/her own calendar.
3. The student will confirm and cancel appointments as necessary.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-3: Maintain Appointment Calendar

SPECIFIC OBJECTIVE 1:

The student will review calendar for previously scheduled obligations and/or commitments.

TEACHER ACTIVITIES:

1. Discuss the reasons for reviewing an appointment calendar for previously scheduled obligations and/or commitments.
2. Prepare and distribute sample appointment calendar pages for students to review.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a simulated appointment calendar, the student will identify previously scheduled obligations and/or commitments with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-3: Maintain Appointment Calendar

SPECIFIC OBJECTIVE 2:

The student will make and record appointments and cancellations for employer's and his/her own calendar.

TEACHER ACTIVITIES:

1. Discuss the information needed when scheduling appointments.
2. Demonstrate scheduling and recording appointments in person and over the telephone.
3. Demonstrate cancelling and/or rescheduling appointments.
4. Prepare evaluation checklist.
5. Prepare and distribute role playing exercises and evaluation checklists for the student to practice making and recording appointments and cancellations in an appointment calendar.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given six simulated appointments/cancellations, the student will record them in an appointment calendar with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-3: Maintain Appointment Calendar

SPECIFIC OBJECTIVE 3:

The student will confirm and cancel appointments as necessary.

TEACHER ACTIVITIES:

1. Discuss the necessity to confirm appointments, especially those requiring travel.
2. Discuss notification procedures to follow when cancelling appointments.
3. Prepare an evaluation checklist.
4. Prepare and distribute role playing exercises and evaluation checklists for the student to practice confirming and cancelling appointments.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given six simulated appointments, the student will confirm or cancel them with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-3: Maintain Appointment Calendar

FINAL TASK EVALUATION:

Given an appointment calendar and 10 simulated situations, the student will make and record, cancel and/or confirm appointments with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-4: Maintain Filing Systems

INTRODUCTORY STATEMENT: Every business transaction is accompanied by a written record that must be processed and retained in a filing system. Ninety percent of all clerical workers do some kind of filing, and it is one of the top ten office activities.

GENERAL OBJECTIVE: Given business records and filing systems, the student will prepare and file material, prepare requisitions, retrieve, charge out, and demonstrate follow-up procedures in an alphabetic, numeric, geographic, and subject filing system or a combination thereof. The student will also describe the transfer, disposal, and retention of business records.

SPECIFIC OBJECTIVES:

1. The student will prepare and file business records.
2. The student will request records, retrieve records, and/or charge out records.
3. The student will follow up on records not returned.
4. The student will describe procedures for the transfer, disposal, and retention of records.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK C-4: Maintain Filing Systems

SPECIFIC OBJECTIVE 1:

The student will prepare and file business records.

TEACHER ACTIVITIES:

1. Provide sample business records.
2. Discuss types of records and the best system to use for filing each.
3. Discuss filing systems including supplies and equipment.
4. Discuss rules for each filing system.
5. Demonstrate preparing records for filing.
6. Demonstrate basic filing procedures.
7. Provide filing simulations for each system.
8. Prepare and administer test.

METHODS OF EVALUATION:

Given a written test on filing rules, the student will answer the questions with 95 percent accuracy.

Given a filing simulation, the student will prepare and file business records with 100 percent accuracy.

DUTY: OPERATE OFFICE EQUIPMENT

TASK C-4: Maintain Filing Systems

SPECIFIC OBJECTIVE 2:

The student will request records, retrieve records, and/or charge out records.

TEACHER ACTIVITIES:

1. Discuss the importance of record control.
2. Provide sample requisition cards.
3. Prepare simulation on record control.
4. Discuss importance of speed in retrieving records.
5. Prepare retrieval exercises for simulated system.
6. Prepare list of correct filing and charging out procedures.
7. Prepare and administer test.

METHODS OF EVALUATION:

Given a written test on record control, the student will answer the questions with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK C-4: Maintain Filing Systems

SPECIFIC OBJECTIVE 3:

The student will follow up on records not returned.

TEACHER ACTIVITIES:

1. Discuss the importance of following up on records not returned.
2. Discuss methods of follow up.
3. Prepare simulation on follow up.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given 10 examples of records that need follow up, the student will respond with the appropriate procedure with 90 percent accuracy.

DUTY: OPERATE OFFICE EQUIPMENT

TASK C-4: Maintain Filing Systems

SPECIFIC OBJECTIVE 4:

The student will describe procedures for the transfer, disposal, and retention of records.

TEACHER ACTIVITIES:

1. Discuss the importance of file transfer, disposal, and retention procedures.
2. Discuss methods of transfer, disposal, and retention.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given 10 case problems involving transfer, disposal, and retention of files, the student will select the appropriate procedure with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK C-4: Maintain Filing Systems

FINAL TASK EVALUATION:

Given 25 records to file, the student will prepare and file the records with 100 percent accuracy.

Given 10 case studies involving maintenance of a filing system, the student will describe the appropriate procedures with 90 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-5: Process Mail

INTRODUCTORY STATEMENT: The United States Postal Service handles billions of pieces of mail every year. One of the first duties expected of an office worker is to assist in handling the ever increasing volume of mail. One can speed mail delivery and reduce the cost of mailing by using the right mailing service at the right time. Millions of dollars are wasted each year because of the general lack of knowledge in this area.

GENERAL OBJECTIVE: Given mail handling situations, the student will process the incoming and outgoing mail according to federal regulations.

SPECIFIC OBJECTIVES:

1. The student will process incoming mail.
2. The student will process outgoing mail and describe follow-up procedures.
3. The student will describe follow-up procedures for incomplete entries in a mail register.
4. The student will select the best method of shipping and describe methods of packaging the shipment.
5. The student will list and explain aids used in volume mailings.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-5: Process Mail

SPECIFIC OBJECTIVE 1:

The student will process incoming mail.

TEACHER ACTIVITIES:

1. Provide vocabulary list of mail handling terms.
2. Prepare and distribute vocabulary exercises.
3. Assign related reading.
4. Prepare and distribute incoming mail learning activities.
5. Provide practical experience (Co-op, simulation, office aide).
6. Show film on mail handling or invite speaker from local post office.

METHODS OF EVALUATION:

Given ten simulated pieces of mail, the student will process them according to currently accepted business standards with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-5: Process Mail

SPECIFIC OBJECTIVE 2:

The student will process outgoing mail and describe follow-up procedures.

TEACHER ACTIVITIES:

1. Assign related reading.
2. Discuss procedures for processing outgoing mail.
3. Prepare and distribute simulated activities on proper outgoing mail procedures.
4. Discuss and provide directories and postal manual.
5. Prepare and provide sample registers.
6. Demonstrate and discuss follow-up procedures.
7. Provide information for completing register.
8. Prepare and administer test.

METHODS OF EVALUATION:

Given ten simulated pieces of outgoing mail, the student will process and describe follow-up procedures according to currently accepted business standards with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-5: Process Mail

SPECIFIC OBJECTIVE 3:

The student will select the best method of shipping and describe the methods of packaging the shipment.

TEACHER ACTIVITIES:

1. Lead brainstorming session to compile and compare a list of methods of shipping and packaging.
2. Prepare bulletin board illustrating shipping and packaging methods.
3. Invite speaker from UPS to discuss packaging methods.
4. Prepare and distribute case studies which require the student to describe methods of packaging and select the best method of shipping.

METHODS OF EVALUATION:

Given ten case studies on packaging and shipping, the student will describe methods of packaging and select the best method for shipping according to currently accepted business standards with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-5: Process Mail

SPECIFIC OBJECTIVE 4:

The student will list and explain aids used in volume mailings.

TEACHER ACTIVITIES:

1. Assign related reading material.
2. Provide practical experience (simulation, FBLA, Co-op, office aide).
3. Prepare and administer test.

METHODS OF EVALUATION:

Given ten examples of volume mailings, the student will list and explain the aids which should be used according to currently accepted business standards with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-5: Process Mail

FINAL TASK EVALUATION:

Given 20 mail handling situations, the student will process the incoming and outgoing mail according to currently accepted business standards with 100 percent accuracy.

DUTY: COORDINATE OFFICE

TASK C-6: Reproduce Documents

INTRODUCTORY STATEMENT: Copies that once took hours to produce are now completed in seconds because of sophisticated equipment. A knowledge of these machines and their capabilities, will allow the office worker to produce the number of copies needed, on the right quality paper, in the shortest amount of time, with the least amount of effort, and at the lowest cost.

GENERAL OBJECTIVE: Given material to be reproduced, the student will select the supplies to be utilized and prepare and reproduce the desired quality and quantity of copies.

SPECIFIC OBJECTIVES:

1. The student will prepare material to be reproduced.
2. The student will determine the appropriate supplies to be utilized in reproducing materials.
3. The student will operate reproduction equipment.
4. The student will maintain reproduction equipment.
5. The student will maintain renewable supplies.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-6: Reproduce Documents

SPECIFIC OBJECTIVE 1:

The student will prepare material to be reproduced.

TEACHER ACTIVITIES:

1. Discuss preparation of copies for reproducing.
2. Prepare and distribute activities for preparing materials to be reproduced.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given ten items to be reproduced, the student will prepare the materials according to currently accepted business standards.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-6: Reproduce Documents

SPECIFIC OBJECTIVE 2:

The student will determine the appropriate supplies to be utilized in reproducing materials.

TEACHER ACTIVITIES:

1. Display and discuss supplies utilized in reproducing materials.
2. Discuss how to determine which supplies to use.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given ten reproduction situations, the student will determine the appropriate supplies to use according to currently accepted business standards.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-6: Reproduce Documents

SPECIFIC OBJECTIVE 3:

The student will operate reproduction equipment.

TEACHER ACTIVITIES:

1. Invite company representatives to exhibit and demonstrate the operation of the various brands of reproduction equipment.
2. Show film on the use of reproduction equipment.
3. Schedule field trips to area businesses to observe the use of various kinds of reproduction equipment.
4. Prepare and distribute handouts with suggested reasons for poor quality reproduction and possible corrections.
5. Demonstrate the operation of reproduction equipment.
6. Reproduce materials prepared in Specific Objective 1.
7. Evaluate the preparation, quality of copy, and operation of equipment.
8. Prepare and administer test.

METHODS OF EVALUATION:

Given a document to be reproduced, the student will prepare the document and reproduce it according to currently accepted business standards.

DUTY: COORDINATE OFFICE

TASK C-6: Reproduce Documents

SPECIFIC OBJECTIVE 4:

The student will maintain reproduction equipment.

TEACHER ACTIVITIES:

1. Invite machine repairperson to speak on preventive maintenance.
2. Furnish checklist of maintenance techniques appropriate to the machines being used.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given five case studies requiring maintenance of reproduction equipment, the student will list the appropriate maintenance techniques according to currently accepted business standards.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-6: Reproduce Documents

SPECIFIC OBJECTIVE 5:

The student will maintain renewable supplies.

TEACHER ACTIVITIES:

1. Discuss maintaining supplies.
2. Prepare assignment for the student to design a supplies inventory form.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given five case studies, the student will determine whether supplies need to be ordered and the quantity to order according to currently accepted business standards.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-6: Reproduce Documents

FINAL TASK EVALUATION:

Given a document to be reproduced and two case studies on maintenance of equipment and supplies, the student will prepare and reproduce the document and respond to the case studies to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-7: Utilize Time Management Skills

INTRODUCTORY STATEMENT: Time and motion studies reveal that organization is a major factor in the ability of a business to operate at peak efficiency. To succeed in business, one must possess organizational skills.

GENERAL OBJECTIVE: The student will demonstrate efficiency by organizing supplies and facilities, prioritizing activities, and demonstrating energy-, motion-, and time-saving devices and procedures.

SPECIFIC OBJECTIVES:

1. The student will organize supplies and facilities to insure that office activities can be completed efficiently using the least amount of time, energy, and motion.
2. The student will prioritize office activities.
3. The student will demonstrate time-, energy-, and motion-saving devices.
4. The student will demonstrate time-, energy-, and motion saving procedures.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-7: Utilize Time Management Skills

SPECIFIC OBJECTIVE 1:

The student will organize supplies and facilities to insure that office activities can be completed efficiently using the least amount of time, energy, and motion.

TEACHER ACTIVITIES

1. Assign related reading.
2. Discuss and demonstrate the organization of supplies and facilities such as desk tops, drawers, office layout, supply storage, and other areas.
3. Schedule field trips to offices to observe organization.
4. Provide practice exercises and/or actual experiences (FBLA, simulations, co-op, office aide).
5. Prepare and administer test.

METHODS OF EVALUATION

Write critiques of office visitations and actual experiences to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-7: Utilize Time Management Skills

SPECIFIC OBJECTIVE 2:

The student will prioritize office activities.

TEACHER ACTIVITIES:

1. Assign related reading.
2. Discuss deadlines and priorities.
3. Provide practice exercises and/or actual prioritizing experiences (FBLA, co-op, simulations, office aide).
4. Prepare and administer test.

METHODS OF EVALUATION:

Given five case studies, the student will prioritize office activities to the satisfaction of the instructor.

DUTY: COORDINATE OFFICE

TASK C-7: Utilize Time Management Skills

SPECIFIC OBJECTIVE 3:

The student will demonstrate time-, energy-, and motion-saving devices.

TEACHER ACTIVITIES:

1. Assign related reading.
2. Demonstrate the use of time-, energy-, and motion-saving devices.
3. Provide practice exercises and/or actual experiences(co-op, simulations, FBLA, office aide).
4. Prepare and administer test.

METHODS OF EVALUATION:

Given time-energy-and motion-saving devices, the student will demonstrate their use to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-7: Utilize Time Management Skills

SPECIFIC OBJECTIVE 4:

The student will demonstrate time-, energy-, and motion saving procedures.

TEACHER ACTIVITIES:

1. Provide each student with a time-use log for him/herself to use in order to better analyze his/her own time management skills.
2. Discuss how office short cuts or time-saving procedures save time, energy, and/or motion.
3. Schedule field trips to offices to observe the efficiency of work procedures being used.
4. Provide practice exercises and or actual experiences (co-op, simulations, FBLA, office aide).
5. Prepare and administer test.

METHODS OF EVALUATION

Given their own time-use logs and visits to businesses, the student will critique their own use of time and what they observed in their visitations to offices to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-7: Utilize Time Management Skills

FINAL TASK EVALUATION:

Given five case studies, the student will critique the time management skills to the satisfaction of the instructor.

DUTY: COORDINATE THE OFFICE

TASK C-8: Adhere to Office Policy Handbook

INTRODUCTORY STATEMENT: Many businesses record the policies by which they operate in a policy handbook. The handbook is made available to employees so that they will be able to refer to it to find out how to handle various situations which may occur on the job. The policy handbook may also include such things as duty rosters, staff meeting dates, and organizational charts. It's a kind of "road map" for the operation of the office.

GENERAL OBJECTIVE: The student will adhere to the policies of the company as stated in the office policy handbook.

SPECIFIC OBJECTIVES:

1. The student will acquaint him/herself with the office policy handbook.
2. The student will demonstrate an understanding of the meaning of the policies in the policy handbook.
3. The student will demonstrate the ability to find policies in the office policy manual.

DUTY: COORDINATE THE OFFICE

TASK C-8: Adhere to Office Policy Handbook

SPECIFIC OBJECTIVE 1:

The student will acquaint him/herself with the office policy handbook.

TEACHER ACTIVITIES:

1. Obtain, review, and discuss office policy handbooks from several companies.
2. Provide an office policy handbook for the operation of the office procedures class.
3. Prepare and administer test.

METHODS OF EVALUATION:

The student will write a one page report on the purpose of office policy handbook, citing examples of the kinds of materials in the manual to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-8: Adhere to Office Policy Handbook

SPECIFIC OBJECTIVE 2:

The student will demonstrate an understanding of the meaning of the policies in the policy handbook.

TEACHER ACTIVITIES:

1. Discuss the policies in the office procedures office policy handbook.
2. Discuss the purpose of the various policies.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given ten policies from the office procedures office policy handbook, the student will explain what each policy means and why it was included in the policy handbook to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-8: Adhere to Office Policy Handbook

SPECIFIC OBJECTIVE 3:

The student will demonstrate the ability to find policies in the office policy manual.

TEACHER ACTIVITIES:

1. Discuss the circumstances under which the student would use the office policy manual to find policies.
2. Prepare simulations in which the student would use the office policy manual to look up various policies.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given three case studies and the office procedures office policy handbook, the student will look up the policy or policies that apply to each and record them to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE THE OFFICE

TASK C-8: Adhere to Office Policy Handbook

FINAL TASK EVALUATION:

Given five case studies and the office procedures office policy handbook, the student will identify which policies apply, look up each policy in the handbook, and describe the application of the policy to the case to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-9: Make Travel Arrangements

INTRODUCTORY STATEMENT: Although technology is providing opportunities for meetings to be held via telecommunications, there still will be occasions when travel is necessary in order to conduct a company's business. Knowing what tools to use and how to use these tools in arranging for business travel will help make an office worker's job more efficient.

GENERAL OBJECTIVE: The student will use the appropriate procedures for completing basic travel arrangements.

SPECIFIC OBJECTIVES:

1. The student will determine the most efficient type of travel services which fit the needs of a business at a given time.
2. The student will demonstrate an understanding of the special role of international travel.
3. The student will handle travel expenses efficiently.
4. The student will prepare for and organize a business trip.

DUTY: COORDINATE OFFICE

TASK C-9: Make Travel Arrangements

SPECIFIC OBJECTIVE 1:

The student will determine the most efficient type of travel services which fit the needs of a business at a given time.

TEACHER ACTIVITIES:

1. Arrange for students to visit a travel agency.
2. Obtain a copy of and demonstrate the use of the Official Airline Guide and the Hotel Red Book.
3. Prepare and distribute simulated travel situations for the student to practice determining the most efficient type of travel service.
4. Obtain and discuss vehicle rental forms and rates.
5. Obtain and discuss information on various types of public transportation systems.
6 Prepare and administer test.

METHODS OF EVALUATION

Given ten simulated travel situations, the student will determine the most efficient type of travel service for each according to currently accepted business standards.

DUTY: COORDINATE OFFICE

TASK C-9: Make Travel Arrangements

SPECIFIC OBJECTIVE 2:

The student will demonstrate an understanding of the special role of international travel.

TEACHER ACTIVITIES:

1. Obtain and discuss sample applications and blank forms for passports, birth certificates, visas, customs forms, etc.
2. Discuss financial considerations pertinent to the trip such as the type and exchange rate of currency, purchase of traveler's checks, tips, duty-free allowances.
3. Provide an exercise on arranging transportation on trains, taxis, busses, car rentals while in a foreign country.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a foreign travel destination, the student will write a report on that country including such items as customs, language, currency, etc. and will determine the preparations necessary to plan a trip to that country to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-9: Make Travel Arrangements

SPECIFIC OBJECTIVE 3:

The student will handle travel expenses efficiently.

TEACHER ACTIVITIES:

1. Discuss how travel funds may be handled differently in various companies.
2. Obtain expense and reimbursement reports and discuss their use.
3. Obtain examples of credit card slips and monthly statements and discuss their use for reimbursement.
4. Obtain examples of traveler's checks and discuss banking procedures for obtaining them and their use.
5. Prepare exercises on efficient handling of travel expenses.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given six case studies, the student will demonstrate the ability to handle travel expenses efficiently according to currently accepted business standards.

DUTY: COORDINATE OFFICE

TASK C-9: Make Travel Arrangements

SPECIFIC OBJECTIVE 4:

The student will prepare for and organize a business trip.

TEACHER ACTIVITIES:

1. Provide and discuss sample itineraries.
2. Discuss confirmation and follow-up procedures.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a simulated trip, the student will prepare an itinerary, and describe how to confirm and follow up on the arrangements to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-9: Make Travel Arrangements

FINAL TASK EVALUATION:

Given a location at least 500 miles from departure point for a domestic business trip, the student will prepare a folder of all the necessary trip information to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-10: Continue Education

INTRODUCTORY STATEMENT: Because of the rapid technological changes taking place in today's business environment, continued education is a must for on-going success in the world of work.

GENERAL OBJECTIVE: The student will demonstrate an understanding of the need for continuing education and identify the options available and the possible barriers and how to overcome them.

SPECIFIC OBJECTIVES:

1. The student will demonstrate an understanding of the need for continuing education.
2. The student will identify continuing education options.
3. The student will identify barriers to continuing education and possible solutions.

GENERAL OFFICE WORKER

DUTY: COORDINATE OFFICE

TASK C-10: Continue Education

SPECIFIC OBJECTIVE 1:

The student will demonstrate an understanding of the need for continuing education.

TEACHER ACTIVITIES:

1. Discuss the need to continue education.
2. Invite speakers to discuss the advantages of continuing education.
3. Prepare and administer test.

METHODS OF EVALUATION:

The student will write a report on the need for continuing education to the satisfaction of the instructor.

DUTY: COORDINATE OFFICE

TASK C-10: Continue Education

SPECIFIC OBJECTIVE 2:

The student will identify continuing education options.

TEACHER ACTIVITIES:

1. Discuss possible continuing education options.
2. Invite speakers from different continuing education options to discuss programs and entry requirements.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of continuing education options, the student will write a one-page essay on the option which he/she feels would be the most appropriate for him/herself to the satisfaction of the instructor.

DUTY: COORDINATE OFFICE

TASK C-10: Continue Education

SPECIFIC OBJECTIVE 3:

The student will identify barriers to continuing education and possible solutions.

TEACHER ACTIVITIES:

1. Discuss possible barriers to continuing education and solutions to those barriers.
2. Invite speakers to discuss barriers to continuing education which they experienced and how they solved the problems.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of five possible barriers to continuing education, the student will list a solution for each to the satisfaction of the instructor.

DUTY: COORDINATE OFFICE

TASK C-10: Continue Education

FINAL EVALUATION:

The student will write a personal plan for continuing education which will include options and entry requirements, possible barriers and solutions to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-1: Use Multi-lined Telephone

PREREQUISITE: TASK A-4

INTRODUCTORY STATEMENT: Many businesses have multiple telephone lines coming into their offices because of the large volume of telephone calls they receive. Multi-lined telephones allow the office worker to have only one telephone on his/her desk and still be able to use all of the lines coming in to that phone by switching from one line to another.

GENERAL OBJECTIVE: The student will place outgoing calls, answer incoming calls, and transfer calls, using a multi-lined telephone.

SPECIFIC OBJECTIVES:

1. The student will answer the appropriate line on a multi-lined telephone.

2. The student will place outgoing calls appropriately on a multi-lined telephone.

3. The student will transfer calls without disconnecting the caller.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-1: Use Multi-lined Telephone

SPECIFIC OBJECTIVE 1:

The student will answer the appropriate line on a multi-lined telephone.

TEACHER ACTIVITIES:

1. Provide telephone training equipment.
2. Invite a telephone company representative to discuss and demonstrate using a multi-lined telephone or obtain and show a film which demonstrates using a multi-lined telephone.
3. Discuss and demonstrate how to recognize and answer an incoming call on a multi-lined telephone.
4. Prepare evaluation checklist.
5. Prepare and distribute role playing exercises and evaluation checklists for students to practice recognizing and answering incoming calls on a multi-lined telephone.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given three role playing exercises, the student will demonstrate answering incoming calls on a multi-lined telephone to the satisfaction of the instructor.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-1: Use Multi-lined Telephone

SPECIFIC OBJECTIVE 2:

The student will place outgoing calls appropriately on a multi-lined telephone.

TEACHER ACTIVITIES:

1. Provide telephone training equipment.
2. Prepare an evaluation checklist.
3. Discuss and demonstrate how to place an outgoing call on the appropriate line on a multi-lined telephone.
4. Prepare and distribute role playing exercises and evaluation checklists for students to practice placing outgoing calls on the appropriate line on a multi-lined telephone.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given three role playing exercises, the student will demonstrate placing outgoing calls on the appropriate line on a multi-lined telephone to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-1: Use Multi-lined Telephone

SPECIFIC OBJECTIVE 3:

The student will transfer calls without disconnecting the caller.

TEACHER ACTIVITIES:

1. Provide telephone training equipment.
2. Prepare an evaluation checklist.
3. Discuss and demonstrate how to transfer a call on a multi-lined telephone without disconnecting the caller.
4. Prepare and distribute role playing exercises and evaluation checklists for students to practice transferring calls on a multi-lined telephone without disconnecting the caller.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given three role playing exercises, the student will demonstrate transferring calls on a multi-lined telephone without disconnecting the caller to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-1: Use Multi-lined Telephone

FINAL TASK EVALUATION:

Given role playing activities, the student will demonstrate answering, placing, and transferring calls on a multi-lined telephone to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-2: Operate Electronic Typewriter

INTRODUCTORY STATEMENT: Electronic typewriters are used in offices where there is not a high volume of word processing to be completed and where there is limited need to key documents more than once.

GENERAL OBJECTIVE: The student will use the various functions of an electronic typewriter to produce documents.

SPECIFIC OBJECTIVES:

1. The student will use functions common to electronic typewriters to produce documents.

2. The student will list optional features of electronic typewriters.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-2: Operate Electronic Typewriter

SPECIFIC OBJECTIVE 1:

The student will use functions common to electronic typewriters to produce documents.

TEACHER ACTIVITIES:

1. Demonstrate the functions common to electronic typewriters.
2. Provide problems for the student to format using the functions common to electronic typewriters.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given three documents to format, the student will use the functions common to electronic typewriters to produce mailable copy within 30 minutes.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-2: Operate Electronic Typewriter

SPECIFIC OBJECTIVE 2:

The student will list optional features of electronic typewriters.

TEACHER ACTIVITIES:

1. Invite vendors to demonstrate electronic typewriters with optional features.
2. Prepare a bulletin board illustrating electronic typewriter with optional features.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of optional features on electronic typewriters, the student will describe what those features do with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-2: Operate Electronic Typewriter

FINAL TASK EVALUATION:

The student will write a report on the common and optional features of electronic typewriters and will format it on an electronic typewriter to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-3: Use Transcribing Equipment

INTRODUCTORY STATEMENT: With the growing cost of correspondence, more and more businesses are using transcription machines. Excellent machine transcription skills such as typing, English skills, proofreading and correcting and finalizing copy for distribution help an organization keep the cost of word processing as low as possible.

GENERAL OBJECTIVE: Given recorded dictation with recorded, written and/or oral instructions and a transcribing machine, the student will produce mailable copy at 50 percent of his/her straight copy rate.

SPECIFIC OBJECTIVES:

1. The student will prepare a transcription machine for operation, operate, and maintain the machine according to the operator's manual.

2. The student will use a transcription machine to transcribe dictated materials into mailable copy.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-3: Use Transcribing Equipment

SPECIFIC OBJECTIVE 1:

The student will prepare a transcription machine for operation, operate, and maintain the machine according to the operator's manual.

TEACHER ACTIVITIES:

1. Provide and assign reading in operator's manual.
2. Discuss and demonstrate preparation, operation and care of the transcribing machine.
3. Prepare evaluation checklist for preparation, operation, and care of the transcribing machine.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a simulated exercise, the student will demonstrate the preparation, operation, and care of the transcribing machine to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-3: Use Transcribing Equipment

SPECIFIC OBJECTIVE 2:

The student will use a transcription machine to transcribe dictated materials into mailable copy.

TEACHER ACTIVITIES:

1. Demonstrate technique of transcribing dictation on a machine transcriber.
2. Prepare an evaluation checklist.
3. Provide practice exercises and an evaluation checklist for the student to practice coordinating simultaneous operation of the transcription machine and the typewriter/word processor.
4. Demonstrate speed-building techniques.
5. Provide speed drills.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given two letters to transcribe on a transcription machine, the student will demonstrate the coordinating of simultaneous operation of the transcription machine and the typewriter/word processor to produce copy according to the standards on the evaluation checklist.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-3: Use Transcribing Equipment

FINAL TASK EVALUATION:

Given a simulation, the student will demonstrate the preparation and operation of a transcribing machine to prepare mailable copy at 50 percent of the straight copy rate.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-4: Operate Photocopier

INTRODUCTORY STATEMENT: The fastest and easiest way to obtain clean, clear copies is to use a photocopy machine which is most often called a copier.

GENERAL OBJECTIVE: The student will operate a copy machine to produce a clean, clear, well-centered copy of original material.

SPECIFIC OBJECTIVES:

1. The student will produce a clean, clear, well-centered copy of a document.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-4: Operate Photocopier

SPECIFIC OBJECTIVE 1:

The student will produce a clean, clear, well-centered copy of a document.

TEACHER ACTIVITIES:

1. Demonstrate the adjustments necessary to make clean, clear, well-centered copies.
2. Provide materials to copy.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given an original document, the student will produce a clean, clear, well-centered copy to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-4: Operate Photocopier

FINAL TASK EVALUATION:

Given an original document, the student will produce clean, clear, well-centered copies in the amount requested to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-5: Maintain Office Equipment

INTRODUCTORY STATEMENT: Given the sophistication of today's office equipment, it is essential that daily maintenance routines be performed to prevent major damage to equipment. It is also necessary to recognize when a professional repair person is needed.

GENERAL OBJECTIVE: The student will display competence in daily office equipment maintenance and recognize the need to seek professional repairs.

SPECIFIC OBJECTIVES:

1. The student will demonstrate the ability to perform daily maintenance on various types of office equipment.

2. The student will recognize the need to seek professional repairs.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-5: Maintain Office Equipment

SPECIFIC OBJECTIVE 1:

The student will demonstrate the ability to perform daily maintenance on various types of office equipment.

TEACHER ACTIVITIES:

1. Discuss the necessity for daily maintenance of office equipment.
2. Demonstrate maintenance techniques such as changing ribbons, paper, toner, etc.
3. Invite professional repair person to give pointers on daily office equipment maintenance.
4. Prepare an observation checklist for evaluation.
5. Observe students performing various daily maintenance chores.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given a series of daily maintenance requirements, the student will perform the daily maintenance to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-5: Maintain Office Equipment

SPECIFIC OBJECTIVE 2:

The student will recognize the need to seek professional repairs.

TEACHER ACTIVITIES:

1. Discuss those situations which will require professional repairs to equipment.
2. Provide and demonstrate the use of trouble shooting manuals for common office equipment.
3. Provide and demonstrate the use of repair records for common office equipment.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given four case studies of office equipment breakdowns, the student will describe the trouble shooting methods that should be applied, indicate if/or when a repair person should be called, and complete a repair record if necessary with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-5: Maintain Office Equipment

FINAL TASK EVALUATION:

Given ten situations involving common office equipment, the student will indicate which require daily maintenance and which require a professional repair person with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-6: Use Ten-Key Electronic Calculator (Key Pad)

INTRODUCTORY STATEMENT: Many business records contain calculations that are easily and accurately done with the aid of a calculator.

GENERAL OBJECTIVE: Given a ten-key electronic calculator and problems involving addition, subtraction, multiplication, and/or division, the student will efficiently and accurately calculate the correct answers and properly maintain the equipment.

SPECIFIC OBJECTIVES:

1. The student will apply the four basic math functions.
2. The student will state the observable differences among the various types of calculators.
3. The student will operate the calculator using correct touch techniques with speed and accuracy.
4. The student will use the most efficient method to solve mathematical problems.
5. The student will care for and/or maintain the calculator.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-6: Use Ten-Key Electronic Calculator (Key Pad)

SPECIFIC OBJECTIVE 1:

The student will apply the four basic math functions.

TEACHER ACTIVITIES:

1. Prepare and administer pretest of fundamental math functions.
2. Prepare and conduct review of fundamental math functions.
3. Prepare and assign review problems based on individual needs.
4. Prepare and administer post test.

METHODS OF EVALUATION:

Given 25 basic math problems, the student will identify the math function and solve the problems with 95 percent accuracy.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-6: Use Ten-Key Electronic Calculator (Key Pad)

SPECIFIC OBJECTIVE 2:

The student will state the observable differences among the various types of calculators.

TEACHER ACTIVITIES:

1. Prepare bulletin board illustrating different types of calculators.
2. Prepare and present outline on the basic characteristics of various types of calculators.
3. Discuss efficient use of the special abilities of each calculator.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given illustrations of the various types of calculators, the student will identify the basic characteristics of each and describe the efficient use of the special abilities of each with 100 percent accuracy.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-6: Use Ten-Key Electronic Calculator (Key Pad)

SPECIFIC OBJECTIVE 3:

The student will operate the calculator using correct touch techniques with speed and accuracy.

TEACHER ACTIVITIES:

1. Demonstrate proper finger positions for touch control of the keyboard.
2. Prepare and distribute evaluation checklists.
3. Prepare and assign skill building exercises.
4. Prepare and assign speed building exercises.
5. Prepare and administer performance tests.

METHODS OF EVALUATION:

Given 25 basic math problems, the student will calculate the answers using touch control of the keyboard with 100 percent accuracy within 20 minutes.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-6: Use Ten-Key Electronic Calculator (Key Pad)

SPECIFIC OBJECTIVE 4:

The student will use the most efficient method to solve mathematical problems.

TEACHER ACTIVITIES:

1. Discuss and demonstrate the most efficient method to solve various kinds of mathematical problems.
2. Prepare and assign practice problems.
3. Prepare and administer performance test.

METHODS OF EVALUATION:

Given 20 mathematical problems of various kinds, the student will solve them using the most efficient method with 100 percent accuracy within 15 minutes.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-6: Use Ten-Key Electronic Calculator (Key Pad)

SPECIFIC OBJECTIVE 5:

The student will care for and/or maintain the calculator.

TEACHER ACTIVITIES:

1. Discuss care and maintenance of calculators.
2. Demonstrate removal and replacement of paper.
3. Demonstrate removal and replacement of ribbon.
4. Discuss procedures for reporting repairs which require a professional repair person.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given a calculator, roll of paper, and ribbon, the student will demonstrate the replacement of both to the satisfaction of the instructor.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-6: Use Ten-Key Electronic Calculator (Key Pad)

FINAL TASK EVALUATION:

Given a ten-key electronic calculator and problems involving addition, subtraction, multiplication, and division, the student will calculate the answers with 100 percent accuracy within a time period specified by the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-7: Operate Computer

INTRODUCTORY STATEMENT: Today the power of microcomputer technology is increasing rapidly while the cost of that technology continues to decrease. One of the major changes that has taken place in today's business office is the use of microcomputers to increase productivity in order to be more competitive and efficient in today's fast-paced global economy. It is important to know how to use a microcomputer regardless of career category.

GENERAL OBJECTIVE: The student will demonstrate his/her knowledge of the basic components of a microcomputer system, (DOS) disk operating system, and software applications.

SPECIFIC OBJECTIVES:

1. The student will identify the basic components of a microcomputer system.
2. The student will describe the two basic types of software.
3. The student will execute various system commands.
4. The student will complete activities on the microcomputer using applications software.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-7: Operate Computer

SPECIFIC OBJECTIVE 1:

The student will identify the basic components of a microcomputer system.

TEACHER ACTIVITIES:

1. Discuss the value of computer literacy.
2. Prepare and distribute handouts on parts of computer systems and computer terminology.
3. Discuss computer terminology.
4. Demonstrate and discuss parts of a computer system.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given a diagram, the student will label the parts of a microcomputer system and describe the functions of those parts using computer terminology with 95 percent accuracy.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-7: Operate Computer

SPECIFIC OBJECTIVE 2:

The student will describe the two basic types of software.

TEACHER ACTIVITIES:

1. Prepare and distribute handouts on systems software and applications software.
2. Discuss systems software and applications software.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given the characteristics of systems and applications software, the student will differentiate between the two with a degree of accuracy to be determined by the instructor.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-7: Operate Computer

SPECIFIC OBJECTIVE 3:

The student will execute various system commands.

TEACHER ACTIVITIES:

1. Discuss various operating systems and what they do.
2. Prepare and distribute a list of operating system commands for the microcomputer system(s) to be used.
3. Prepare and distribute exercises on operating system commands.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of operating system commands, the student will demonstrate the execution of those commands to the satisfaction of the instructor.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-7: Operate Computer

SPECIFIC OBJECTIVE 4:

The student will complete activities on the microcomputer using applications software.

TEACHER ACTIVITIES:

1. Explain the use of the applications software.
2. Demonstrate the use of the applications software.
3. Lead student through a simple step-by-step activity using the applications software.
4. Prepare and assign practice activities.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given an activity, the student will use applications software on a microcomputer to complete that activity to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-7: Operate Computer

FINAL TASK EVALUATION:

Given a microcomputer activity, the student will demonstrate the ability to use the components of the microcomputer system and applications software to complete the activity to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-8: Operate Audio-Visual Equipment

INTRODUCTORY STATEMENT: In today's global economy, many business people must prepare and make oral presentations. On many occasions these presentations will include visuals through the use of a video cassette recorder (VCR), a slide projector, a movie projector, an overhead projector, etc. Today's office worker must know how to operate this equipment efficiently.

GENERAL OBJECTIVE: The student will demonstrate his/her ability to operate basic audio-visual equipment.

SPECIFIC OBJECTIVES:

1. The student will identify basic audio-visual equipment.
2. The student will demonstrate the ability to operate basic audio-visual equipment efficiently.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-8: Operate Audio-Visual Equipment

SPECIFIC OBJECTIVE 1:

The student will identify basic audio-visual equipment.

TEACHER ACTIVITIES:

1. Discuss the value of recognizing basic audio-visual equipment.
2. Prepare bulletin board illustrating basic audio-visual equipment.
3. Discuss audio-visual equipment terminology.
4. Brainstorm situations in which the various kinds of audio-visual equipment might be used to enhance a presentation.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given an illustrations of basic pieces of audio-visual equipment, the student will identify the equipment and describe how a presenter might utilize it to enhance a presentation to the satisfaction of the instructor.

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-8: Operate Audio-Visual Equipment

SPECIFIC OBJECTIVE 2:

The student will demonstrate the ability to operate basic audio-visual equipment efficiently.

TEACHER ACTIVITIES:

1. Prepare and distribute handouts on the operation of common basic audio-visual equipment.
2. Invite an audio-video specialist to demonstrate the use of common basic audio-visual equipment.
3. Arrange for the student to work with an audio-visual specialist to practice operating the common basic equipment.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given the most common basic audio-visual equipment, the student will demonstrate the operation of each to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-7: Operate Computer

FINAL TASK EVALUATION:

Given two different pieces of basic audio-visual equipment, the student will demonstrate the ability to operate the equipment to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-9: Identify Other Office Technology

INTRODUCTORY STATEMENT: In today's information processing society, technology is changing at such a rapid pace that offices cannot afford to update equipment as soon as it becomes available. Nevertheless, office workers should be familiar with new technology and/or technology that may not be available in their own office. An employee who keeps up to date on the newest technology will be able to offer suggestions when the purchase of new technology is proposed and will also be knowledgeable in the event he/she changes jobs.

GENERAL OBJECTIVE: The student will demonstrate his/her ability to identify other office technology.

SPECIFIC OBJECTIVES:

1. The student will identify other office technology.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-9: Identify Other Office Technology

SPECIFIC OBJECTIVE 1:

The student will identify other office technology.

TEACHER ACTIVITIES:

1. Discuss the value of keeping up to date on new technology.
2. Prepare bulletin board illustrating new technology.
3. Discuss where the student can find information on the newest technology.
4. Invite an equipment supplier to demonstrate some new piece of equipment.
5. Prepare and administer test.

METHODS OF EVALUATION:

The student will write a one page paper on the value of keeping up to date on new technology and describe two different sources of information on new technology to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: OPERATE OFFICE EQUIPMENT

TASK D-9: Identify Other Office Technology

FINAL TASK EVALUATION:

The student will prepare a research paper with a minimum of six pages on new office technology to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-1: Maintain Log Books

INTRODUCTORY STATEMENT: Many businesses prorate their fees based on the amount of time spent on a particular client's project. Therefore, it is of utmost importance to the client and to the business itself that the office worker be able to efficiently record time spent on that project so that the billing of services may be done accordingly.

GENERAL OBJECTIVE: Given a simulation in which the student works on five projects over the course of three days, the student will keep a time log for each project, recording the time spent on each project within a 15-minute accuracy level.

SPECIFIC OBJECTIVES:

1. The student will write a description of a time log and its purpose in a business that charges for its services by the hour.

2. The student will maintain a 15-minute-interval time log and record the project that was being worked on at each of those intervals.

3. The student will total the hours spent on each project and calculate the amount to bill each client based on a given fee schedule.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-1: Maintain Log Books

SPECIFIC OBJECTIVE 1:

The student will write a description a time log and its purpose in a business that charges for its services by the hour.

TEACHER ACTIVITIES:

1. Prepare a bulletin board of examples of time log sheets which are used by local businesses in their daily activities.

2. Discuss time logs, their importance, and uses.

3. Prepare and administer test.

METHODS OF EVALUATION:

The student will write a paragraph describing a time log and its importance to some businesses and name at least two local businesses that use time logs to the satisfaction of the instructor.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORDKEEPING FUNCTIONS

TASK E-1: Maintain Log Books

SPECIFIC OBJECTIVE 2:

The student will maintain a 15-minute-interval time log and record the project that was being worked on at each of those intervals.

TEACHER ACTIVITIES:

1. Prepare a three-day simulation containing approximately five projects.
2. Duplicate time log sheets for each student's use in maintaining a record of time spent on each project.
3. Supervise simulation work as needed.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a simulation in which the student works on five projects over the course of three days, the student will keep a time log for each project, recording the time spent on each project within a 15-minute accuracy level.

DUTY: PERFORM RECORDKEEPING FUNCTIONS

TASK E-1: Maintain Log Books

SPECIFIC OBJECTIVE 3:

The student will total the hours spent on each project and calculate the amount to bill each client based on a given fee schedule.

TEACHER ACTIVITIES:

1. Prepare and distribute fee schedules for each of the five projects used in the simulation.
2. Review math skills on totaling 15-minute time periods and multiplying a fraction of an hour by the given rate from the fee schedules.
3. Prepare and distribute forms for students to note total time spent on each project and total fee to be charged to each client.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given the completed time logs from the above simulation, the student will calculate the fee to be charged to each client based on the total time recorded and a given fee schedule with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORDKEEPING FUNCTIONS

TASK E-1: Maintain Log Books

FINAL TASK EVALUATION:

Given a 15-minute-interval time log on which time spent on each of five projects over a three-day period has been recorded, the student will calculate the amount of time spent on each project and calculate the fee to be charged to each client based on a given fee schedule with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-2: Perform Payroll Functions

INTRODUCTORY STATEMENT: Payroll records are usually kept by one employee within a small company or by a payroll department in a larger one. Depending on the size of the company and the number of employees, records may be calculated by hand or may be computerized. Efficient payroll procedures make it possible for the payroll to come through accurately and on time.

GENERAL OBJECTIVE: Given payroll source materials and/or information, the student will calculate earnings and deductions, issue checks, complete individual employees' records and designated company reports with complete accuracy and legibility.

SPECIFIC OBJECTIVES:

1. The student, by using W-4 forms, time cards, piece rate production information, salary information, and/or commission and sales records, will calculate gross pay.
2. The student will use appropriate federal and state tax tables or current percentages to compute taxes and other authorized miscellaneous deductions in order to calculate net earnings and complete a payroll register.
3. The student will issue payroll checks.
4. The student will maintain employee and company payroll records.
5. The student will prepare the necessary paperwork for quarterly federal and state tax reports.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-2: Perform Payroll Functions

SPECIFIC OBJECTIVE 1:

The student, by using W-4 forms, time cards, piece rate production information, salary information, and/or commission and sales records, will calculate gross pay.

TEACHER ACTIVITIES:

1. Arrange to have students display time cards they use in their part-time jobs.
2. Discuss importance of an accurate and timely payroll.
3. Assign students to interview local business people to investigate how they process their payroll and to obtain examples of time cards, time sheets, W-4 forms, piece rate cards, salary information, and salesperson's commission record forms.
4. Provide practice exercises for completing time cards that contain both regular and overtime hours, for calculating piecework earnings, and for calculating commission earnings.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given five completed time cards with regular and overtime hours and five examples of earnings based on piecework and commission rates, the student will calculate gross pay with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-2: Perform Payroll Functions

SPECIFIC OBJECTIVE 2:

The student will use appropriate federal and state tax tables or current percentages to compute taxes and other authorized miscellaneous deductions in order to calculate net earnings and complete a payroll register.

TEACHER ACTIVITIES:

1. Provide current state, federal, and FICA tax tables and/or current percentages for student use in calculating deductions.
2. Assign students to interview several employees to find out what types of optional deductions are available through their payroll deduction plans.
3. Provide, discuss, and demonstrate the accurate use of a payroll register.
4. Provide the practice exercises on which the student calculated gross pay, a payroll register, and information on optional deductions for each individual employee in order to calculate net earnings and prepare a payroll register.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given individual tax information and gross earnings for ten employees, the student will determine net earnings by completing a payroll register showing federal and state income tax withholding, FICA tax withholding and optional deductions with 100% accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-2: Perform Payroll Functions

SPECIFIC OBJECTIVE 3:

The student will issue payroll checks.

TEACHER ACTIVITIES:

1. Discuss payroll check writing methods.
2. Review check writing.
3. Provide the practice exercises for which the student prepared a payroll register and blank, voided checks for students to issue.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a payroll register for ten employees, the student will issue payroll checks with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-2: Perform Payroll Functions

SPECIFIC OBJECTIVE 4:

The student will maintain employee and company payroll records.

TEACHER ACTIVITIES:

1. Discuss the maintenance of employer and employee records.
2. Invite a CPA to speak to the class on the importance of accurately maintaining payroll records.
3. Prepare a bulletin board of payroll forms and records.
4. Provide appropriate forms for payroll simulation exercises.
5. Provide the payroll register for which the student issued checks from which the student will complete individual earnings records.
6. Assign the calculation of employer's payroll taxes, including FICA tax, federal unemployment tax, and state unemployment tax based on the above payroll register.
7. Prepare and administer test.

METHODS OF EVALUATION:

Given a payroll register for ten employees, the student will complete individual earnings records and calculate the employer's payroll taxes with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-2: Perform Payroll Functions

SPECIFIC OBJECTIVE 5:

The student will prepare the necessary paperwork for quarterly federal and state tax reports.

TEACHER ACTIVITIES:

1. Invite a representative from the Internal Revenue Service to make a presentation on preparing federal tax reports.
2. Invite a representative from the State Tax office to make a presentation on preparing state tax reports.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given payroll records for one quarter, the student will complete the appropriate IRS and state tax reports with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-2: Perform Payroll Functions

FINAL TASK EVALUATION:

Given payroll source materials for ten employees, the student will calculate earnings and deductions, issue checks, complete individual employees' records and designated company reports with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-3: Perform Accounts Payable/Accounts Receivable Functions

INTRODUCTORY STATEMENT: Much of today's business activity is performed on a credit basis. Therefore, it is imperative that a business have an accurate and efficient method of recording and reporting how much each customer owes (accounts receivable) and how much the business itself owes to its creditors (accounts payable).

GENERAL OBJECTIVE: Given simulated accounts payable and accounts receivable activities, the student will accurately record the transactions in accounts receivable and accounts payable ledgers.

SPECIFIC OBJECTIVES:

1. The student will accurately record credit transactions in the appropriate accounts payable/receivable ledgers.

2. The student will prepare a schedule of accounts payable and a schedule of accounts receivable.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-3: Perform Accounts Payable/Accounts Receivable Functions

SPECIFIC OBJECTIVE 1:

The student will accurately record credit transactions in the appropriate accounts payable/receivable ledgers.

TEACHER ACTIVITIES:

1. Discuss sales on account and purchases on account and the necessity of keeping accurate records of each.
2. Provide a simulation of accounts receivable transactions.
3. Provide a simulation of accounts payable transactions.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given ten accounts receivable and ten accounts payable transactions and accounts payable and accounts receivable ledgers, the student will accurately record the information for each transaction with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-3: Perform Accounts Payable/Accounts Receivable Functions

SPECIFIC OBJECTIVE 2:

The student will prepare a schedule of accounts payable and a schedule of accounts receivable.

TEACHER ACTIVITIES:

1. Discuss the purpose of a schedule of accounts payable and a schedule of accounts receivable.
2. Provide accounts payable and accounts receivable ledgers and schedule forms for the preparation of schedules of accounts payable and receivable.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given ten completed individual accounts payable and accounts receivable ledger accounts, the student will complete a schedule of accounts payable and a schedule of accounts receivable with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-3: Perform Accounts Payable/Accounts Receivable Functions

FINAL TASK EVALUATION:

Given ten accounts receivable and ten accounts payable transactions, accounts receivable and accounts payable ledgers, and schedule forms, the student will record the transactions in the ledgers and prepare schedules of accounts receivable and accounts payable with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-4: Perform Checking Account Functions

INTRODUCTORY STATEMENT: Because money is not as safe as other assets, most businesses operate on a checking account basis. This allows them to regulate their cash flow in a safe, easy way and provides them with a more thorough record of how their cash is spent.

GENERAL OBJECTIVE: Given checking account situations, the student will write checks, keep a neat, accurate check register, and reconcile the bank statement with the company's checkbook.

SPECIFIC OBJECTIVES:

1. The student will complete deposit slips indicating currency, coin, and checks.
2. The student will identify the parts of a check.
3. The student will endorse a check in any of four possible ways (blank, special, restrictive, stamped restrictive).
4. The student will accurately write check stubs and checks.
5. The student will accurately reconcile a bank statement.
6. The student will record a bank service charge in the checkbook.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-4: Perform Checking Account Functions

SPECIFIC OBJECTIVE 1:

The student will complete deposit slips indicating currency, coin, and checks.

TEACHER ACTIVITIES:

1. Prepare a bulletin board of deposit slips from various banks.
2. Demonstrate completing deposit slips indicating currency, coin, and checks.
3. Provide exercises for the completion of deposit slips.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given five transactions involving currency, coin, and checks, the student will prepare five deposit slips with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-4: Perform Checking Account Functions

SPECIFIC OBJECTIVE 2:

The student will identify the parts of a check.

TEACHER ACTIVITIES:

1. Prepare a bulletin board showing an enlarged check with the parts identified and voided actual checks from several local banks to show how the parts may vary from institution to institution.
2. Prepare and distribute a handout identifying the parts of a check.
3. Discuss the parts of a check and necessity of each part in the overall check-cashing process.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given a copy of a blank check, the student will match the area on the check with its proper name with 95% accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-4: Perform Checking Account Functions

SPECIFIC OBJECTIVE 3:

The student will endorse a check in any of four possible ways (blank, special, restrictive, stamped restrictive).

TEACHER ACTIVITIES:

1. Prepare a bulletin board showing the four types of endorsements.
2. Discuss the four endorsements and the appropriate use of each.
3. Provide students with practice problems in which they will endorse checks as specified by the instructor.
4. Provide students with practice problems in which they will analyze a check-cashing situation and endorse checks in the most appropriate way.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given five check-cashing situations the student will analyze and properly endorse each check as needed with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-4: Perform Checking Account Functions

SPECIFIC OBJECTIVE 4:

The student will accurately write check stubs and checks.

TEACHER ACTIVITIES:

1. Prepare a bulletin board showing examples of the various types of checks and check registers available through local banks.
2. Discuss the importance of writing checks in an acceptable, consistent, and legible format.
3. Provide students with examples of correctly written checks and check registers, showing deductions for the current check, additions for deposits, and deductions for a service charge.
4. Provide students with a simulated checkbook and transactions which require them to write checkstubs and checks and to calculate the checkbook balance after each transaction has been recorded.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given a checkbook with a beginning balance and five check-writing situations, the student will complete the check register and write the checks with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-4: Perform Checking Account Functions

SPECIFIC OBJECTIVE 5:

The student will accurately reconcile a bank statement.

TEACHER ACTIVITIES:

1. Discuss the importance of balancing a business or an individual checkbook with the formal bank statement each month.
2. Demonstrate the recording of a bank's service charges into the checkbook and discuss what various charges imposed may be for.
3. Provide students with copies of actual preprinted reconciliation forms from several local banks.
4. Demonstrate on the overhead (while students work along) the reconciliation of a sample problem.
5. Provide practice problems on bank reconciliations.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given a checkbook and a bank statement, the student will prepare a formal preprinted bank reconciliation form showing that the two are in complete balance.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-4: Perform Checking Account Functions

SPECIFIC OBJECTIVE 6:

The student will record a bank service charge in the checkbook.

TEACHER ACTIVITIES:

1. Obtain listings of actual service charges that might be imposed on the checking account customer by local banks.
2. Discuss the meaning of each type of charge.
3. Discuss the importance of recording these charges in the checkbook.
4. Demonstrate on the overhead the recording of service charges.
5. Provide students with practice problems for recording service charges into the checkbook.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given a bank statement with various types of service charges noted, the student will record these service charges into the checkbook, verifying that the final checkbook balance corresponds to the final bank statement balance.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-4: Perform Checking Account Functions

FINAL TASK EVALUATION:

Given a checkbook simulation, the student will complete a deposit slip indicating currency, coin, and checks to be deposited; record the deposit in the check register; write several checks and record the amounts in the check register; reconcile a bank statement with the checkbook, and record the bank service charge in the check register with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-5: Maintain Leave Records and Time Sheets

INTRODUCTORY STATEMENT: The first requirement of an adequate payroll record system is the accurate keeping of the time each employee has worked. Therefore, a system must be maintained which will effectively record these important pieces of information and sort them for easy retrieval into each individual employee's payroll records.

GENERAL OBJECTIVE: Given simulated time cards for several employees for two pay periods, the student will calculate payroll data and record appropriate information regarding vacation, sick leave, and personal time off on each employee's individual time sheet.

SPECIFIC OBJECTIVES:

1. The student will examine time cards for tardiness, early departures, and absenteeism and make necessary notations.

2. The student will transfer the information regarding regular time worked, overtime worked, vacation and sick leave, and personal time taken for that time period from the time cards onto the individual's time sheet and maintain an ongoing total.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-5: Maintain Leave Records and Time Sheets

SPECIFIC OBJECTIVE:

The student will examine time cards for tardiness, early departures, and absenteeism and make necessary notations.

TEACHER ACTIVITIES:

1. Demonstrate the completion of several time cards, noting tardiness, early departures, and absenteeism.
2. Prepare and provide students with time card activities on which they can practice making the necessary notations.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a set of time cards, the student will note tardiness, early departure, and absenteeism with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-5: Maintain Leave Records and Time Sheets

SPECIFIC OBJECTIVE:

The student will transfer the information regarding regular time worked, overtime worked, vacation and sick leave, and personal time taken for that time period from the time cards onto the individual's time sheet and maintain an ongoing total.

TEACHER ACTIVITIES:

1. Prepare a bulletin board illustrating individual employee leave records and time sheets from local businesses.
2. Discuss completing individual employee time sheets.
3. Provide completed time cards showing leave time used for the pay period for students to transfer onto individual time sheets and update totals.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given benefits information for five employees, the student will prepare and/or update the time sheet for each employee with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-5: Maintain Leave Records and Time Sheets

FINAL TASK EVALUATION:

Given ten time cards and ten individual employee time sheets, the student will calculate payroll data, note it on the time cards, copy it to the individual time sheets, and update those records with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-6: Maintain Office Benefits Forms

INTRODUCTORY STATEMENT: Financial compensation in addition to salaries and wages is known as fringe benefits. Fringe benefits can significantly increase the total compensation received by an employee. In order to assure that each employee gets the benefits to which he/she is entitled, accurate records must be kept.

GENERAL OBJECTIVE: The student will recognize benefits and given the appropriate forms will accurately record individual employee benefits.

SPECIFIC OBJECTIVES:

1. The student will identify the types of employee benefits available.

2. The student will record benefits on individual employee benefits record forms.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-6: Maintain Office Benefits Forms

SPECIFIC OBJECTIVE 1:

The student will identify the types of employee benefits available.

TEACHER ACTIVITIES:

1. Assign students to check with local businesses to determine what kinds of benefits are being given to employees locally and collect benefit forms.
2. Discuss the benefits the students find in their assignment--what they do, what they are worth.
3. Prepare and administer test.

METHODS OF EVALUATION:

Given a list of benefits, the student will define what the benefit is and what it does for the employee with 95 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-6: Maintain Office Benefits Forms

SPECIFIC OBJECTIVE 2:

The student will record benefits on individual employee benefits record forms.

TEACHER ACTIVITIES:

1. Prepare a bulletin board of the benefit forms collected by the students.
2. Demonstrate recording employee benefits on individual employee benefit forms.
3. Prepare and distribute benefit information and individual benefit forms for the students to use to practice recording the information.
4. Prepare and administer test.

METHODS OF EVALUATION:

Given benefits information for five employees and individual benefits forms, the student will record the information with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-6: Maintain Office Benefits Forms

FINAL TASK EVALUATION:

Given a list of the most common types of benefits, the student will identify the purpose of each with 95 percent accuracy.

Given benefits information for five employees and individual benefits forms, the student will record the information with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-7: Maintain Supply Inventory

PREREQUISITE: TASK B-2

INTRODUCTORY STATEMENT: In order to operate efficiently, every business must keep a supply of frequently used items on hand. Therefore, companies must have record keeping procedures to keep track of the items in stock.

GENERAL OBJECTIVE: Given an inventory of supplies, the student will record the receipt and distribution of supplies, will calculate and record costs incurred for each item, and will prepare requisitions or purchase orders for reordering supplies as needed.

SPECIFIC OBJECTIVES:

1. The student will record information about supplies received on inventory cards/sheets and extend the totals.

2. The student will record supplies distributed on inventory cards/sheets and extend the totals.

3. The student will recognize when the reorder point is reached and prepare a purchase order to replenish the supplies inventory.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-7: Maintain Supply Inventory

SPECIFIC OBJECTIVE 1:

The student will record information about supplies received on inventory cards/sheets and extend the totals.

TEACHER ACTIVITIES:

1. Provide inventory cards/sheets.
2. Discuss value of keeping accurate records of additions to inventory.
3. Demonstrate how additions to inventory are recorded and totals extended.
4. Supply practice problems.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given inventory cards/sheets and six invoices, the student will record the necessary information and extend the totals with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-7: Maintain Supply Inventory

SPECIFIC OBJECTIVE 2:

The student will record supplies distributed on inventory cards/sheets and extend the totals.

TEACHER ACTIVITIES:

1. Provide inventory cards/sheets.
2. Discuss value of keeping accurate records of distributions from inventory.
3. Demonstrate how distributions from inventory are recorded and totals extended.
4. Supply practice problems.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given inventory cards/sheets and six requisitions, the student will record the necessary information and extend the totals with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-7: Maintain Supply Inventory

SPECIFIC OBJECTIVE 3:

The student will recognize when the reorder point is reached and prepare a purchase order to replenish the supplies inventory.

TEACHER ACTIVITIES:

1. Provide inventory cards/sheets prepared for previous objective.
2. Discuss reorder point and the importance of ordering supplies at that point.
3. Provide purchase order forms.
4. Demonstrate the completion of purchase order forms to reorder supplies.
5. Supply practice problems.
6. Prepare and administer test.

METHODS OF EVALUATION:

Given inventory cards/sheets and purchase order forms, the student will recognize the reorder points and prepare purchase orders to reorder supplies with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-7: Maintain Supply Inventory

FINAL TASK EVALUATION:

Given six inventory cards/sheets, six requisitions, six invoices, and six purchase orders, the student will record the receipt of and distribution of supplies and will recognize the reorder point and prepare purchase orders to reorder supplies with 100 percent accuracy.

GENERAL OFFICE WORKER

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-8: Maintain Equipment Inventory

INTRODUCTORY STATEMENT: In order to operate efficiently, every business must keep an organized listing of all equipment. Therefore, companies must have record keeping procedures to keep track of equipment purchases and replacement.

GENERAL OBJECTIVE: Given an equipment inventory, the student will record the purchase of new equipment and the disposal of old equipment

SPECIFIC OBJECTIVES:

1. The student will record information about equipment received on inventory cards/sheets.

2. The student will record on inventory cards/sheets information about the disposal of equipment.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-8: Maintain Equipment Inventory

SPECIFIC OBJECTIVE 1:

The student will record information about equipment received on inventory cards/sheets.

TEACHER ACTIVITIES:

1. Provide equipment inventory cards/sheets.
2. Discuss value of keeping accurate records of additions to equipment inventory.
3. Demonstrate how additions to equipment inventory are recorded.
4. Supply practice problems.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given equipment inventory cards/sheets and 6 invoices for the acquisition of equipment, the student will record the necessary information with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-8: Maintain Equipment Inventory

SPECIFIC OBJECTIVE 2:

The student will record information about the disposal of equipment on inventory cards/sheets.

TEACHER ACTIVITIES:

1. Provide equipment inventory cards/sheets.
2. Discuss value of keeping accurate records of disposal of equipment.
3. Demonstrate how the disposal of equipment is recorded.
4. Supply practice problems.
5. Prepare and administer test.

METHODS OF EVALUATION:

Given equipment inventory cards/sheets and 6 disposal cards for the disposal of equipment, the student will record the necessary information with 100 percent accuracy.

DUTY: PERFORM RECORD KEEPING FUNCTIONS

TASK E-8: Maintain Equipment Inventory

FINAL TASK EVALUATION:

Given an equipment inventory, information on the acquisition of four pieces of equipment, and information on the disposal of four pieces of equipment, the student will record the information with 100 percent accuracy.

APPENDIX

Units To Be Developed:

- Life Skill Development
- Basic Skill Development
- Entrepreneurship
- Career & Vocational Guidance
- Job Seeking Skills
- Occupational Health & Safety

Student Competency Profile

STUDENT COMPETENCY PROFILE

Program Title_____ Date Completed_____

Student's
Name_____

RATING SCALE: 3 Mastered - Works Independently
2 Limited Skill - Requires assistance to perform task
1 Skill Undeveloped - Received instruction but has not developed skill
0 No Exposure - No instruction or training in this area

DIRECTIONS: Evaluate the student by circling the appropriate number to indicate the degree of competency reached. Rate each task to reflect employability readiness.

NOTE: (TBD) = These units are to be deveoped
* = Entry level task

A. PERFORM COMMUNICATION FUNCTIONS

A-1	Use Active Listening Skills*	3 2 1 0
A-2	Correct Written and Oral English*	3 2 1 0
A-3	Utilize Human Relations Techniques*	3 2 1 0
A-4	Apply Telephone Techniques*	3 2 1 0
A-5	Take Complete Messages*	3 2 1 0
A-6	Maintain Confidentiality	3 2 1 0
A-7	Draft Correspondence	3 2 1 0
A-8	Coordinate Conferences and Meetings	3 2 1 0

B. PRODUCE DOCUMENTS

B-1	Prepare Typewritten Documents*	3 2 1 0
B-2	Prepare Forms*	3 2 1 0
B-3	Perform Transcribing Functions*	3 2 1 0
B-4	Proofread Documents*	3 2 1 0
B-5	Produce Mass Mailings*	3 2 1 0
B-6	Utilize Word Processing Applications*	3 2 1 0
B-7	Use Spreadsheet Applications	3 2 1 0
B-8	Use Database Applications	3 2 1 0

C. COORDINATE OFFICE

C-1	Use Reference Materials*	3 2 1 0
C-2	Use Company Resources*	3 2 1 0
C-3	Maintain Appointment Calendar*	3 2 1 0
C-4	Maintain Filing Systems*	3 2 1 0
C-5	Process Mail*	3 2 1 0
C-6	Reproduce Documents*	3 2 1 0
C-7	Utilize Time Management Skills*	3 2 1 0
C-8	Adhere to Office Policy Handbook	3 2 1 0
C-9	Make Travel Arrangements	3 2 1 0
C-10	Continue Education	3 2 1 0

D. OPERATE OFFICE EQUIPMENT

D-1	Use Multi-Lined Telephone*	3 2 1 0
D-2	Operate Electronic Typewriter*	3 2 1 0
D-3	Use Transcribing Equipment*	3 2 1 0
D-4	Operate Photocopier*	3 2 1 0
D-5	Maintain Office Equipment*	3 2 1 0
D-6	Use Ten-Key Electronic Calculator*	3 2 1 0
D-7	Operate Computer*	3 2 1 0
D-8	Operate Audiovisual Equipment	3 2 1 0
D-9	Identify Other Office Technology	3 2 1 0

E. PERFORM RECORDKEEPING FUNCTIONS

E-1	Maintain Log Books*	3 2 1 0
E-2	Perform Payroll Functions*	3 2 1 0
E-3	Perform Accounts Payable/Accounts Receivable Functions*	3 2 1 0
E-4	Perform Checking Account Functions*	3 2 1 0
E-5	Maintain Leave Records and Time Sheets*	3 2 1 0
E-6	Maintain Office Benefits Forms*	3 2 1 0
E-7	Maintain Supply Inventory*	3 2 1 0
E-8	Maintain Equipment Inventory*	3 2 1 0